

**Community Advisory Committee
Quarterly/Annual Visitation Report**

County ORANGE	Facility Type Adult Care Home	Facility Name: Brookdale at Meadowmont Licensed for 65. Capacity is 55 to 65, depending whether 1 or 2 residents occupy room. Total residents: 42, of which 11 are in memory care unit.
Visit Date and day of the week: Thursday, February 11, 2016	Time spent in facility 1 hour 15 minutes	Arrival time 11:30 a. m.
Exit interview was held with Business Manager		Interview was held in person: Yes
Committee members present: 3		
Number of residents who received personal visits from committee members: 7		
Resident Rights information is clearly posted? Yes	Ombudsman contact information is correct and clearly posted: Yes	
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted) :	Staffing information clearly posted? Yes	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	# 3. -5. In the memory care unit, the residents were watching (not participating in) an interactive Jeopardy video and mostly relaxing while lunch was being readied. After Jeopardy, a calming, memory-inducing video came on; one resident was quite engaged with that video. One resident was calmly folding baby clothes at a table in the hallway. A few residents were seated in the dining area
2. Did residents say they receive assistance with personal care activities? (i.e. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses)	Yes	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	
4. Were residents interacting with staff, other residents & visitors?	Yes	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	
5a. Did staff members wear nametags that are easily read by residents and visitors?	Yes	
6. Did you observe restraints in use?	No	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)	N/A	#4 In the memory unit the lead care partner (Persian) was very effective at interaction, the other was not. The residents were not interacting with one another, however, easily engaged with the CAC visitor and lead care partner.
Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Yes	#8-9. Brookdale was neat, clean and had a home-like atmosphere. Resident photos are displayed on tables in common area throughout the facility. When entering the memory care unit, there was an unpleasant odor, but once inside I did not notice it—perhaps it was caused by new carpet or paint and trapped in the entry hall. The unit was very tidy and attractive.
9. Did you notice unpleasant odors?	No	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	Yes	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	Yes	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	
12. Does the facility accommodate smokers?	N/A	
12a. Where? (Outside / inside / both)	N/A	
13. Were residents able to reach their call bells with ease?	N/A	
14. Did staff answer call bells in a timely & courteous manner?	N/A	
14a. If no, did you share this with the administrative staff?	N/A	

Resident Services	Yes No N/A	Comments/Other Observations (please number comments)
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	# 15, 15a, & 15b. Current activities are increasing: e.g. Tuesday, Mardi Gras party, and St. Thomas More youth helping with Sweetheart Social Couples event for Valentine's Day. The Memory Care "Boutique" won first place in Brookdale corporate event! The baby clothes changing table is a lovely quiet activity in memory unit. Music and Memory is active in memory unit.
15a. Was a current activity calendar posted in the facility?	Yes	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Yes	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	N/A	
16a. Can residents access their monthly needs funds at their convenience? (#16 and 16a pertain only to residents on Medicaid/Special Assistance. NHs \$30 per month. ACHs \$66 minus medication co-pay and full cost OTC drugs)	N/A	
17. Are residents asked their preferences about meal & snack choices? (Adult Care Home residents should receive snacks 3X per day. Nursing Home residents should be offered snacks at bedtime.)	Yes	
17a. Are they given a choice about where they prefer to dine?	Yes	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Yes/No	
17c. Is fresh ice water available and provided to residents?	N/A	
18. Do residents have privacy in making and receiving phone calls?	Yes	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	#17 – 17b. Several residents said the food and dining are fine, but menu choices not always to their liking. Could a simple option ("bistro" choice) be offered as an alternative to the regular meal?
20. Does the facility have a functioning: Resident's Council? Family Council?	Yes	

Areas of Concern	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <ul style="list-style-type: none"> - Brookdale is doing a very good job, the suggestions are made to help them be even better. - Resident comments were generally positive. Food is described as OK but choices not always to residents' liking. -Check on the progress of the two new activity directors. They will be building a strong set of resident activities with increasing participation. -Try to decrease boredom in memory unit. Help unit aid increase a positive and reinforcing connection (especially talking) with care recipients. The progression of dementia makes interaction challenging. Would visits from other residents at Brookdale to the memory unit help increase interaction and decrease boredom? Could a volunteer visitor program be a positive activity for both the more and less able? -Yvonne would like to visit Brookdale and discuss a resident whose dementia has progressed to where she frequently cries out. The objective is to find out if and how the care of the resident is designed so the person crying out and the other residents are as comfortable as possible. 	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Give summary of visit with Administrator or Supervisor-In-Charge. Does the facility have needs that the committee or community could help address?</p> <hr/> <ul style="list-style-type: none"> -Staff was at offsite quarterly meeting, limiting discussion because Ms. Lea and other staff on site were very busy (also lunchtime). -Renovation improvements are already showing up and things look very nice -Music and Memory activities are used in the memory unit. -The visit team suggested that Brookdale participate in the county's "SHARP" direct care awards and in the Palliative Comfort Care Collaborative. A CAC member recommended that Brookdale put forward the memory unit's lead care partner on the morning of the visit for SHARP award. -Observation and resident comments indicate activities could be better attended. The new activities directors may influence an increase.