

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

County ORANGE	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home	Facility Name: Carol Woods  Census: Building 5: 28 of 35; Buildings 6 & 7; 22 of 24
Visit Date and day of the week February 11, 2016 Thursday	Time spent in facility 1 hour 30 minutes	Arrival time 10:00 a. m.
Exit interview was held with Nursing Director, Carol Woods Assisted Living		Interview was held in person: Yes
Committee members present: 3		
Number of residents who received personal visits from committee members 12		
Resident Rights information is clearly posted? Yes	Ombudsman contact information is correct and clearly posted: Yes	
The most recent survey was readily accessible N/A (Required for NHs only – record date of most recent survey posted): N/A	Staffing information clearly posted? Yes	

<b>Resident Profile</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
1. Do the residents appear neat, clean and odor free?	Yes	2. All residents interviewed said that the care they receive is very good. One resident said she has noticed turnover among direct care staff, noting that Carol Woods may move quickly to let a direct care staff member go if residents complain about the care they get from that staff person.  3. & 4. In the 500 building, several residents were observed getting ready to play bridge. In the 600 building, one resident was in a lounge area watching TV. No other residents were observed in the common 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	

<b>Resident Living Accommodations</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
8. Did residents describe their living environment as homelike?	Yes	10c. Rooms in the 700 building containing hazardous materials were checked and found to be locked.  14. All residents asked said that staff responded to calls for help promptly.
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?	Yes	
14. Did staff answer call bells in a timely & courteous manner?	Yes	
14a. If no, did you share this with the administrative staff?	N/A	

\*\*\* N/A equals not applicable, not asked, not observed

Facility / date:

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	<p>15., 15a., 15b. Carol Woods has an activities calendar for the full week, Activities scheduled for the day of the visit included a discussion of volunteer social service opportunities in the community (starting at 10:00 a. m), and a trip to the N. C. Symphony that evening Assisted living residents can and do attend these general Carol Woods activities. One resident said that there will be a chocolate tasting “social” in Assisted Living that afternoon. She also said that there is bridge and boche ball for assisted living residents.</p> <p>17. 17a. &amp; 17b. Several residents who were asked said that the food and dining are good.</p> <p>19. Staff from the Inter-Faith Council for Social Services of Chapel Hill were conducting the above mentioned session on volunteer opportunities in social services in the community. See above comment on 15. 15a. &amp; 15b.</p>
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	
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	
20. Does the facility have a functioning: Resident’s Council? Family Council?	Yes 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> <p>There were no specific issues requiring follow-up at the next visit</p>	<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> <p>The visit team met with the Nursing Director for assisted living at Carol Woods. Team members commented on resident satisfaction with the care, food, and activities at Carol Woods. The DON noted the emphasis that Carol Woods gives to resident care in assisted living. She also commented on around the clock and integrated approach to nursing care for assisted living residents and the treatment of residents with dementia as full members of the community.</p>