

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

County Orange	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: Crescent Green Assisted Living Community Census: 84/120
Visit Date and day of the week Wednesday, March 23, 2016	Time spent in facility One hour	Arrival time 3:45 PM
Exit interview was held with owner		Interviews were held in person
Committee members present: 2		
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: No (posted, but incorrect Ombudsman named)	
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted) : N/A	Staffing information clearly posted? No	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	1. Residents in common areas appeared clean; many residents were out (indoors and out) and seemingly happy to engage with committee. 4. Few direct care staff observed. 5.a Only one nametag observed. This is a persistent issue.
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?	No	
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?	No	
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	

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Yes	8. One resident happily and proudly showed committee her numerous plants and flowers. 9. The smell of urine was detected on the 300 hall. 10c. Improvement from prior visit: all restricted access rooms were secured. 11. Overall, facility noise level reasonable; however, several patient rooms had TVs at full volume. 12. Improvement from prior visit: No smoking observed. Committee informed that a new policy is in effect banning all tobacco smoke
9. Did you notice unpleasant odors?	Yes	
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?	No	
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	

		inside and out. E-cigarettes, however, are permitted.
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. Improvement from last visit: a robust activities calendar (monthly) was posted along with daily pages for the current week. Multiple residents spoke positively about activities offerings and new director. 17b. Mixed feelings about food offerings, but overall, comments were positive. 20. Resident Council still meets; however, only activities director has attended a recent meeting, no admin involvement.
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?	N/A	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Yes	
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)	Yes	
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?	No	
20. Does the facility have a functioning: Resident's Council? Family Council?	Yes No	

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> <hr/> <p><u>Areas of Prior Concern:</u> -Mold odors not detected this visit. -No complaints of resident misbehavior/harassment. -Laundry room functioning properly.</p> <p><u>Present Areas of Concern</u> A slightly drab feeling is returning to the facility, minimizing the great benefit provided by all the recent renovations. New maintenance person should help to maintain physical plant improvements.</p> <p>Administrative participation in resident council meetings and follow up is lacking.</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 SIC. Does the facility have needs that the committee or community could help address?</p> <hr/> <p>This visit was a notably positive one for the committee. As stated above, several changes from our prior visit were noted, including rooms containing hazardous materials were locked, activity offerings and participation were greatly increased, and most smoking is now prohibited. New dietary, housekeeping and activities staff appear to be paying dividends. The committee observed few, if any, issues of concern. A minor concern about no desserts or second portions of meals was allayed Overall, our discussions with management were positive, and they were receptive to a suggested meeting with the committee regarding enhanced volunteer engagement.</p>

