

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

County ORANGE	Facility Type Adult Care Home	Facility Name: Brookdale Meadowmont Licensed for 65. Capacity is 55 to 65, depending whether 1 or 2 residents occupy room. Total residents: 45, of which 6 are in memory care unit.
Visit Date and day of the week: Thursday, November 12	Time spent in facility 1 hour 15 minutes	Arrival time 10:00 a. m.
Name of person(s) with whom exit interview was held Executive Director		Interview was held in person: Yes
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members: 6		Report completed by:
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 CHECK ON THIS	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	# 2. All residents interviewed said that staff members are responsive and effective in providing care. One resident noted that staff responsiveness to her has improved in recent months. # 3. -5. In the memory care unit, a staff member was helping three residents with napkin folding and dish placement. This appeared to be a very positive experience for the residents.
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	

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. In the entry foyer, a table displayed the photos and short bios of residents who are veterans Resident photos are displayed on tables in common area throughout the facility #10a & 10c. Unattended med carts that were checked were found to be locked. No rooms with hazardous materials or equipment were found to be unlocked.
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	<p># 15, 15a, & 15b. In the recreation room of the memory care unit, there was a make-up table and rack of evening gowns; these are used in a dress-up activity for the residents in the unit. On the third floor, an exercise program for residents was in process during the visit; 3 residents were participating. The activities calendar for the day showed that bingo and scrabble would be offered later in the day and that there would be a veterans' history session that day.</p> <p>#17 – 17b. Several residents said the food and dining have improved. However, one resident said that the food and meals “are still a problem” and need further improvement.</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/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	
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"> -Resident comments suggest food & dining have improved but that further improvement is needed. -Encouraging staff to continue providing effective & responsive care to residents -Maintaining a strong set of resident activities -Increasing resident census, e. g., in memory care unit <p>Managing renovation process so that resident care and services are not adversely impacted</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 commended the Executive Director for the very good care that residents said that they are receiving and for the clean and neat physical condition of the facility. The Executive Director said that Brookdale is beginning a major renovation, including carpet and furniture replacement. She said that improving food and dining remain a top priority. The visit team suggested that Brookdale participate in the county's “Sharp” direct care awards program next spring and in the Palliative Comfort Care Collaborative</p>