

**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: The Stratford Census: 58 (32 general, 26 memory care)
Visit Date and day of the week Friday, September 25, 2015	Time spent in facility hours 1 hour	Arrival time 3:45 PM
Name of person(s) with whom exit interview was held Resident Care Coordinator		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 15		Report completed by:
Resident Rights information is clearly posted? No	Ombudsman contact information is correct and clearly posted: No	
The most recent survey was readily accessible N/A (Required for NHs only – record date of most recent survey posted) :	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 appeared clean and well dressed. 3. Several residents observed interacting with staff providing care and snack distribution. A generally positive rapport was noted. 5. As in the past visit, staff were patiently and caringly engaged with residents in Memory Care while medication was being distributed. 5.a Most (but not all) staff wore nametags and professional scrubs.
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. Several residents commented that they liked the Stratford and felt very at home there. 9. Odors are diminished from past visits, likely due to installation of new floors and fresh paint.
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?	Yes	
12a. Where? (Outside / inside / both)	outside	
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	

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

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>15a. In addition to activity calendar, the facility posts a daily weather report.</p> <p>15b. An activity was underway in the dining room when the committee arrived. Memory care residents were also actively engaged in various endeavors.</p> <p>17b. Most residents interviewed complimented the food options and quality. No major complaints.</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?	No	
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?	Yes	
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 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 Past Concern:</u> Physical condition of memory care unit Bed bug issue (apparently now well under control)</p> <p><u>Areas of New Concern:</u> Physical condition of memory care unit Implementation of Music in My Mind program</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>Although not present at time of visit, the imprint of the Stratford's new administrator is still evident. Staff are professionally attired and engaged with the visiting committee upon greeting us and discussing questions. Renovations continue in the facility, including the administrator's personal effort to pressure wash the exterior and old paint, deteriorating metal chairs and tables. The memory care unit is supposedly next up for a full-scale renovation, and it is due (particularly when compared to the completed long-term care section). Upgrades in this section will be very positive. While there was talk about the Music In My Mind program, and some evidence that a few residents have iPods, staff seemed generally unaware about the program, causing the committee to wonder how extensive it is. The prior bedbug issue was reported to be under control (the facility had taken extensive measures to achieve this). Overall, as reported to the Resident Care Coordinator, the facility seems to be in a good place and the changes implemented appear very positive.</p>

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