

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

County Orange	Facility Type Family Care Home Adult Care Home <input checked="" type="checkbox"/> Nursing Home	Facility Name: Carolina Pointe Census – current/licensed: 115/140
Visit Date and day of the week Aug. 31, 2016	Time spent in facility Two hours minutes	Arrival time 3:30 p.m.
Name of person(s) with whom exit interview was held Administrator LeTitia Nicole Beatty		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: , Jerry Schreiber Ed Flowers Martha Bell		
Number of residents who received personal visits from committee members 13		Report completed by: Jerry Schreiber
Resident Rights information is clearly posted? Yes	Ombudsman contact information is correct and clearly posted: Yes	
Most recent survey was readily accessible Yes	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	
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?	Yes and 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?	No	Residents generally pleased with their environment 10b. Bathroom door unhung to handicapped bathroom. Admin. Aware and repair imminent. 11. Will follow up on noise level 14. We had disparate responses on this matter.
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?	N/A	
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?	No	
12. Does the facility accommodate smokers? Note: By regulation smoking is only permitted outside of the Building	No	
13. Were residents able to reach their call bells with ease?	Yes	
14. Did staff answer call bells in a timely & courteous manner?	No	
14a If no, did you share this with the administrative staff?	Yes	

*** 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?	N/A	
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?	Yes	
16a. Can residents access their monthly needs funds at their convenience?	Yes	
17. Are residents asked their preferences about meal & snack choices?	Yes	
17a. Are they given a choice about where they prefer to dine?	Yes	
17b. Did residents express positive opinions regarding their dining experience?	No	
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
Are there resident issues or topics that need follow-up or review at a later time or during the next visit?	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?
Yes	<hr/> <p>There is a handicapped bathroom door off its hinges that the administrator says is being repaired. We will follow up next visit.</p>

