

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

County Orange	Facility Type <input type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input checked="" type="checkbox"/> Nursing Home	Facility Name: Signature Healthcare Census – current/licensed: 101/108
Visit Date and day of the week 02/11/16 Thursday	Time spent in facility 1 hours 30 minutes	Arrival time 3:00
Name of person(s) with whom exit interview was held Director of Nursing		Interview was held <input checked="" type="checkbox"/> in person
Committee members present:		
Number of residents who received personal visits from committee members 10		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 Yes (Required for NHs only – record date of most recent survey posted) : July 7-9 2015	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?	Y	4: Residents were lounging in common areas and were active in the hallways. 5a: More than half of the staff members present were not wearing nametags. 7/8. Restraints are only used when absolutely necessary. A resident's hands were restrained to prevent the resident from removing his/her tracheostomy tube.
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)	Y	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Y	
4. Were residents interacting with staff, other residents & visitors?	Y*	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	N/A	
5a Did staff members wear nametags that are easily read by residents and visitors?	N*	
6. Did you observe restraints in use?	Y*	
7. If so, did you ask staff about the facility's restraint policies? Note: Do not ask about confidential information without consent	Y*	

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Y*	8. A resident who has been at the nursing home for many years reported it as being like his/her home. Another resident stated that this was "the best place I have lived in decades." 14. When asked, most residents said that call bells were not met in a timely manner. It reportedly took staff 10-15 minutes to answer a call bell. One resident who needed help using the restroom stated that by the time a staff member answered the call bell, the resident had soiled herself (See Exit Summary).
9. Did you notice unpleasant odors?	N	
10. Did you see items that could cause harm or be hazardous?	N	
10a. Were unattended med carts locked?	Y	
10b. Were bathrooms clean, odor-free and free from hazards?	Y	
10c. Were rooms containing hazardous materials locked?	Y	
11. Did residents feel their living areas were kept at a reasonable noise level?	Y	
12. Does the facility accommodate smokers? Note: By regulation smoking is only permitted outside of the Building	Y	
13. Were residents able to reach their call bells with ease?	Y	
14. Did staff answer call bells in a timely & courteous manner?	N*	
14a If no, did you share this with the administrative staff?	Y	

*** 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?	Y*	15. It was reported that staff members ask individual residents each morning if they would like to participate in the day's activities. 15b. Additionally, it was observed that staff members announce over the building intercom the activities that are about to occur. 17. Alternative choices are available for every meal. 19. Several residents mentioned positively the religious opportunities available. One resident stated that you can find any kind of religious needs you need at the nursing home. The Orange County Board of Elections was scheduled to come and make sure residents who wished to vote were registered. 20. In addition to a normal resident's council, the administration meets with 6 residents representative of the population to address concerns every couple weeks. The family council is active and has recently launched a new website as a resource for residents and families.
15a. Was a current activity calendar posted in the facility?	Y	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Y*	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Y	
16a. Can residents access their monthly needs funds at their convenience?	Y	
17. Are residents asked their preferences about meal & snack choices?	Y*	
17a. Are they given a choice about where they prefer to dine?	Y	
17b. Did residents express positive opinions regarding their dining experience?	Y	
17c. Is fresh ice water available and provided to residents?	Y	
18. Do residents have privacy in making and receiving phone calls?	Y	
19. Is there evidence of community involvement from other Civic, volunteer or religious groups?	Y*	
20. Does the facility have a functioning: Resident's Council? Family Council?	Y* Y*	

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? <hr/> -Check that nametags are worn everyday by all staff members, especially those dispensing medication. -Check how long it takes for call bells to be answered.	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? <hr/> The nametag and call bell problems were addressed with the Director of Nursing. She stated that they were having a staff meeting later that week and it would be addressed. She also stated that the halls of the nursing home experiencing long call bells answering times would be monitored and tested.

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