

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

County: Orange	Facility Type X Adult Care Home	Facility Name: Carolina House Census: 46/62
Visit Date and day of the week 06/20/2013 Thursday	Time spent in facility About 1 hour	Arrival time 3:00 p. m.
Name of person(s) with whom exit interview was held Assistant Administrator and Sales Mgr.		Interview was held in person: Yes
Committee members present:		
10 Resident contacted		Report completed by:
Residents' Rights Display: Yes	Ombudsman contact information is correct and clearly posted: N/A	
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted) :	Staffing information clearly posted N/A	

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 were neat & clean. 2. All but one of the residents interviewed said that they received good and responsive care. One resident on the third floor said that he did not received adequate assistance in using the bathroom. 3., 4., & 5. In the Memory Care Unit, six residents and 2 staff members were gathered in the recreation room and engaged in activities. A staff member and a resident were reading a book together. The program coordinator for the unit was also present and introduced the visitor to the residents and explained the activities taking place.
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., & 10. The facility was neat and clean, free of odors, without items that could harm residents, and generally felt comfortable and home-like. Several residents interviewed commented that they felt comfortable living at Carolina House. One resident said that her bed was uncomfortable, "cot-like".
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

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

Facility / date: Carolina House 6/20/2013

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, 15a, & 15b. Besides the above-mentioned activity in the Memory Care Unit, the facility's general Activities Coordinator, recently hired, was recruiting residents for a cooking activity in the first floor kitchen. Earlier that day, that Activities Coordinator had taken about 10 residents to a picnic at Jordan Lake. 17 & 17a. One resident on the third floor complained about the food. Several other residents interviewed said the food is good. The facility's assistant administrator said there is a new cook, and many residents have been complimentary about the food.
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.)	N/A	
17a. Are they given a choice about where they prefer to dine?	N/A	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	N/A	
17c. Is fresh ice water available and provided to residents?	N/A	
18. Do residents have privacy in making and receiving phone calls?	N/A	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	N/A	
20. Does the facility have a functioning: Resident's Council? Family Council?	Yes See note	

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> <p>Continuing to provide good and responsive care to all residents.</p> <p>Responding to the concerns of a few residents (noted above) about food, responsiveness of care, and bedding</p> <hr/>	<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> <p>In the exit interview, the visiting team met with the assistant administrator and the sales manager. The team noted the cleanliness and comfortable feel of the facility, and the activities for residents going on that day. In our visit in January, we had expressed concern about three vacancies in key positions: sales manager, activities director, and food services. All three positions have been filled, As a result, activities for residents have increased, and food services are improving. The sales manager, recently hired, expects to increase the number of residents living at Carolina</p>

	<p>House to, or very near, the facility's capacity. The assistant administrator noted that the first floor general bathrooms have been remodeled and a new floor installed in the dining room. Two members of the visit team noted the improvements to the physical facility and the better care available to residents at Carolina House over the last 12 months.</p>