

**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: Crescent Green Assisted Living Community Census: 84/120
Visit Date and day of the week Wednesday, September 25th, 2013	Time spent in facility 1 hours 30 minutes	Arrival time 3:30 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: Three Committee Members		
Number of residents who received personal visits from committee members (20+)		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? 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 generally appeared neat and clean. No strong personal body odors were detected by the committee. 4. Committee members witnessed significant resident-to-resident interaction. A group of residents were meeting in one resident's room to hold a small bible study session. There was also some resident-staff interaction, mostly in the form of wheel chairs being pushed to-and-fro. 5a. Staff name tags usage still not widespread.
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?	N/A	
5a. Did staff members wear nametags that are easily read by residents and visitors?	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?	Yes	9. No unpleasant odors were detected or mentioned by the committee. 10b. One bathroom, the uni-sex facility near the cafeteria, was significantly dirtier than the others. This fact was commented on by residents who assert that someone routinely smears feces on the area around the toilet. 13. Still no call bells in use in facility.
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?	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	15. Residents expressed satisfaction with the current AD and the level of input they had in the creation of activities. That said, some residents did call for more outdoor activities to be organized. 15b. No activities were on-going at the time of our visit. At the time, the activities room had been transitioned into an dining room for residents requiring assistance in eating. 17a. Residents are encouraged to eat in the cafeteria. As yet, residents are still able to eat snacks and other food in their rooms. 19. There is ample evidence of community involvement. Residents discussed many options for religious involvement and also that there are now many volunteers coming into the facility from nearby UNC.
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?	No	
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 N/A	

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?
<p>Past areas of concern (call bells and a private call space) were still in evidence but not particularly discussed. New issues, perhaps less concerning but more pressing, that were brought to the administrator's attention:</p> <p>Residents complain that there are not enough chairs in the dining room.</p> <p>Residents complain that the uni-sex bathroom is dirty and continues to be the target of a resident who smears feces about.</p> <p>The lingering issue of name tags was brought up as well. The committee also suggested that the administrator create a "Staff Board" with pictures and names of staff so that residents can become more familiar.</p>	<hr/> <p>Resident Care Coordinator was present throughout our visit to the site and allowed us significant time to discuss our visit before we left. He was incredibly receptive to our comments and took thorough notes throughout. It was his impression that it should be fairly easy to obtain more chairs for the dining room. He also said that he would pay more attention to the uni-sex bathroom given its proximity to the cafeteria. No promises were made about name tags or the staffing board, but it seemed that Kevin took these comments to heart. Hopefully he will initiate some changes based on our recommendations.</p>