

**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: 76/77
Visit Date and day of the week Wed, April 20, 2011	Time spent in facility 1 hours 45 minutes	Arrival time 10:15 am
Name of person(s) with whom exit interview was held Executive Director		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 Approx. 10		Report completed by:
Resident Rights information is clearly posted? Yes	Ombudsman contact information is correct and clearly posted: Ombudsman info is not updated in Memory Unit	
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?	Y	5. In the Memory Unit, we observed little interaction between residents and staff. Residents were left to sit in chairs alone or wander the halls.
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?	N/A	
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	
5a. Did staff members wear nametags that are easily read by residents and visitors?	N	
6. Did you observe restraints in use?	N	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)		

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Y/N	8. Most residents in Assisted Living expressed positive feelings about their surroundings, but the Memory Unit appears very institutional. 12a. The outside patio area is very nice and doubles as a smoking area and patio area for all residents.
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?	Y	
12a. Where? (Outside / inside / both)	Out	
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?		

Facility / date: Stratford 4/20/11

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. Most residents interviewed liked the new activities director
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/N	15b. Scheduled activity in the Assistant Living wing went off as scheduled but the activity scheduled in Memory Unit did not happen. The Activity Director may have been double-booked.
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)	Y	
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.)	Y/N	
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)?	Y/N	17. Although a Food Committee has been formed in an attempt to accommodate resident choices, many residents are still frustrated with the lack of variety and choice in meals.
17c. Is fresh ice water available and provided to residents?	Y	
18. Do residents have privacy in making and receiving phone calls?	N	
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?	Y Y	

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/> <ol style="list-style-type: none"> 1. Lack of staff nametags or an on-duty roster with pictures of staff members. 2. While activities have improved in Assisted Living, it doesn't appear that there is much attempt to engage residents in the Memory Unit in meaningful activities. 3. Residents are still frustrated with the apparent inflexibility of food service. 4. The Ombudsman contact information in the Memory Unit is out of date. 	<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>The facility continues to be very clean and odor-free. Residents report that the activity offerings in Assisted Living are improved but they appear to remain poor in the Memory Unit. Family and resident involvement in food choices is expanding although food selection options are still limited. Assisted Living residents seem to have a sense of community and caring for each other. The facility appears welcoming upon entering. However, nursing staff seem detached and do not wear name tags. The new duty board was not visible at this visit.</p>