

**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: 75 / 77
Visit Date and day of the week Wednesday, June 26, 2013	Time spent in facility 1hour 20 minutes	Arrival time 2:00pm
Name of person(s) with whom exit interview was held Resident Care Coordinator		Interview was held in person: Yes
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 15		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 NA (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	4. Numerous residents were gathered in the foyer area of the facility and interacted with one other, as well as with the committee members. 5. Committee observed several staff members very caringly assisting residents in various ways.
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?	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	8. Many residents have very personalized spaces in their individual rooms. 9. Slight odor in area near laundry facility, but it was diminished compared to prior visits.
9. Did you notice unpleasant odors?	Yes	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	No	
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?	Yes	
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	

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/No	<p>15. It is unclear how much input residents have in selecting activities.</p> <p>15b. A movie was scheduled at the time we visited; however, none was being shown. In the Alzheimer's Neighborhood, no resident was engaged in any discernible activity.</p> <p>17b. Several residents expressed a noted improvement in the food quality, although presentation leaves something to be desired. Other residents, however, expressed dissatisfaction and would like greater variety.</p> <p>19. No evidence of community involvement observed or noted, which differs from prior visits.</p> <p>20. This facility has a very active Resident's Council.</p>
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? (#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/No	
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?	No	
20. Does the facility have a functioning: Resident's Council? Family Council?	Yes Yes	

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?
Condition of Alzheimer's Neighborhood	<p>The committee met with the Resident Care Coordinator to discuss our visit. We conveyed that, overall, our visit was favorable. The biggest problem noted had to do with the condition of the</p>

Alzheimer's Neighborhood. Renovations that we thought had been underway have not even been initiated. The new "manager" of the neighborhood, who received glowing feedback from some residents and is very passionate about her work, would like to, at a minimum, repaint some areas to brighten the space; In general, the Stratford seems to function as two separate facilities, one for the majority of the general population, and then the other for the memory care residents. While recognizing the practical limitations imposed by residents' health conditions and the locked doors, the committee intends to focus on this issue to encourage that adequate resources are directed toward the Alzheimer's Neighborhood. We discussed the Music for Memory program with Alzheimer's staff and administration and encouraged their attendance at the October showing of the documentary.