

**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: 77/77
Visit Date and day of the week Friday, June 29th, 2012	Time spent in facility 1 hours 15 minutes	Arrival time 11:30am
Name of person(s) with whom exit interview was held Resident Care Manager		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 15-20		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	4. Committee observed between 6-10 residents sitting in the main lobby area of the facility. These residents would alternately engage in socialization with one another, staff members, and guests who entered through the lobby. 5a. Most staff members were not wearing nametags. A few members of the staff seemed to find their nametags after our arrival.
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?	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. The facility was clean and nicely appointed as always. The walls were nicely decorated and there were many flowers in the lobby. A few residents had created art for the walls, including a number of colorful butterflies which were done by a resident artist. 9. As was the case last quarter, a distinct unpleasant odor was noted outside the laundry room. 12a. One resident was smoking outside. though the temp was around 100 degrees .
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?	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	

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	15b. No activities were underway at time of visit in the main part of facility, though some residents were socializing. Most Memory Care residents were sitting around inside. The activity for the Memory Unit (and main unit) was "Shopping,"
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	17b. Despite recent changes to the meal plan, many residents expressed low opinions of the food. Resident complaints focused on the lack of fresh meats and vegetables in their diet. The only positive comment was that "They do the best they can with what they have."
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	19. There was no clear indication of much volunteer involvement. It seems that one church is visiting once a month.
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	20. Stratford's Family Council is still not currently meeting. The Resident Council, however, has come back to life following an election period and is taking on many responsibilities.
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>1. Appropriateness and stimulation of activities. 2. Staffing of Memory Care Unit.</p> <p>Exit Summary: As usual, the Stratford was warm and inviting at first glance. The place is immaculate and residents report that the floor is vacuumed 2-3 times daily by the staff. That said, once you get past the lobby you get a better idea of the facility's limitations. Considering the number of staff on hand, it was surprising that there was only one activity planned for the whole day. The activity consisted of taking a small group (out of 77 residents) out to go shopping. This same activity was posted on the wall of the memory unit despite the fact that most of the patients have not left the unit in a long time.</p>	<p>The residents of both the memory unit and the main unit were not physically or mentally engaged in any way during our visit. The activity program appears to be lacking particularly on the memory care unit.</p> <p>Finally, the overflow of idle staff in the main unit lobby area (5-10) gave us pause when viewing that there was minimal staff members in the memory unit (covering the care of 30+ residents). More attention needs to be devoted to those who are least able to care for themselves.</p>