

**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, March 26, 2013	Time spent in facility 1 hours 15 minutes	Arrival time 3:15pm
Name of person(s) with whom exit interview was held Business Office Manager		Interview was held in person: Yes
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 10		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	2. The family member of a resident in the memory care unit said the care in the unit was good, that staff dressed, bathed, and helped her loved one with meals on schedule or as needed.
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	4. At least 25 residents, perhaps more, were in the dining/activities room for a musical performance and seemed very engaged. Additional residents were listening from the adjoining foyer. 5a. Few nametags were being worn.

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Yes	8. Some residents have personalized their living spaces to impressive degrees, creating a very "home-like" ambience. 9. The odor observed during prior visits on the hallway adjacent to the laundry room did not seem as pronounced.
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	

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	<p>15b. A gospel singer was performing (excellently) upon the committee's arrival. Many residents were in attendance and pleasantly engaged. CAC notes that Alzheimer's unit activities, though listed on a calendar, were much less engaging and the unit's residents were not participating in the music event.</p> <p>17. Committee observed snacks being distributed, with a choice of several options.</p> <p>17b. As per prior reports, some residents expressed dissatisfaction with the quality of the food provided at the Stratford, but overall residents continue to be generally satisfied and recognized limitations of kitchen staff.</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)?	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?	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>Present Areas of Concern:</p> <ol style="list-style-type: none"> 1. Nametag use 2. Cacophonous call bell 3. Alzheimer's Unit Activities 4. Concern of residents potentially facing discharge <p>Past Areas of Concern:</p> <ol style="list-style-type: none"> 1. Concern of residents facing discharge. 2. Staff shortages and staff / resident interactions. <p>During the current visit, a few residents commented that there have been improvements in nursing and food service staffing/care in recent months; however, there are still concerns about the amount of turnover. This, unfortunately, is a problem faced by many long-term care facilities.</p>	<p>The CAC members met with The Stratford's Business Office Manager (BOM) , who was sitting in for the Administrator. Overall, the CAC's visit was positive. We conveyed to the BOM our positive impression of the activities event and general programming (at least as presented and described). The BOM informed us that the facility was just getting back "to normal" after having been quarantined due to the norovirus. We were unable to follow up on all issues from the last visit due to the Administrator's absence.</p> <p>The CAC members discussed the loud "car horn" sound of the call bell and the lack of nametags. BOM said that they were "in between nametag providers" at the moment.</p>

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