

**Community Advisory Committee
Quarterly/Annual Visitation Report**

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| County ORANGE | Facility Type Family Care Home X Adult Care Home Nursing Home | Facility Name: Carolina House Census: 47 / 60. Of the 47, 10 residents are in the Memory Care Unit. |
| Visit Date and day of the week Wednesday, August 13, 2014 | Time spent in facility 1 hour + | Arrival time 2:45 p. m. |
| Name of person(s) with whom exit interview was held; Administrator of Carolina House | | Interview was held in person: Yes |
| Committee members present: Four Committee Members | | |
| Number of residents who received personal visits from committee members: 9 | | 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) : N/A | Staffing information clearly posted? Yes | |
| Resident Profile | Yes No N/A | Comments/Other Observations (please number comments) |
| 1. Do the residents appear neat, clean and odor free? | Yes | 2. One resident said that the care she receives is satisfactory and that staff is attentive. Another resident said that the care she receives is good, and staff are responsive to her. A third resident offered a most positive impression—saying that the care for residents at Carolina House is excellent, as good as he had experienced in luxury hotels. 3. & 4. Five residents & two staff in the Memory Care Unit were observed interacting in a very positive way with one another. |
| 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? | Yes | |
| 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 | |

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| 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 neat, clean and felt "homelike". With one exception, the residents' rooms into which visitors were invited were neat and clean. One resident's room was very cluttered. *10b. One bathroom had paper trash on the floor around toilet. **10c. On the second floor, a closet labeled "Electric" was unlocked. |
| 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? | Yes | |
| 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? | N/A | |
| 12a. Where? (Outside / inside / both) | N?A | |
| 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) |
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| 15. Were residents asked their preferences or opinions about the activities planned for them at the facility? | Yes | <p>15., 15a. & b. When the Visit Team arrived at Carolina House, a Chapel of the Cross church service was in progress. And as the Team was leaving, the Activities Director started a bingo game with about 5 residents. Both these activities had been scheduled.</p> <p>15., 15a., & 15b. A new “Be Fit Movement” exercise program has been started at Carolina House.</p> <p>17., 17a., & 17b. One relatively new resident said “The food is hard to judge.” Another resident said that the food is “fine most all the time.”</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? | 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) | N/A | |
| 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? | N/A | |
| 17b. Did residents express positive opinions regarding their dining experience (the food provided)? | Yes | |
| 17c. Is fresh ice water available and provided to residents? | N/A | |
| 18. Do residents have privacy in making and receiving phone calls? | Yes | |
| 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? | Yes N/A | |

| Areas of Concern | Exit Summary |
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| <p>None at this time, though committee intends to follow up on whether the facility is able to incorporate more fresh vegetables into meals.</p> | <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> <p>Generally, the visit was quite positive. Visit team members who went into the Memory Care Unit on the first floor noted the friendliness and responsiveness of the staff working with the residents in the unit. Another Visit team member, who visited residents on the second floor, said staff there were alert and interacting with residents. One resident on the third floor said that the morale of staff has improved and that the new administrator is open to residents’ suggestions.</p> <p>In the exit interview, the visit team met with Carolina House’s new Administrator, who has been on board for a little over a month. He cited the following improvements made since his arrival: start of the new “Be Fit Movement” exercise program, filling of all vacant staff positions involved in direct care for residents, and filling other key positions, e. g., the new Activities Director. The administrator said that he is working to improve food service, including more fresh vegetables, etc. into the meals. He will also look into the “Music and Memory” program for residents in the facility’s memory care unit.</p> |