

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

County ORANGE	Facility Type <input type="checkbox"/> Family Care Home <input type="checkbox"/> Adult Care Home <input checked="" type="checkbox"/> Nursing Home	Facility Name: Brookshire  Census: 74 of 80
Visit Date and day of the week Thursday, June 19, 2014	Time spent in facility 90- minutes	Arrival time 3:00 pm
Name of person(s) with whom exit interview was held Admissions Coordinator		Interview was held in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 10 residents & 2 family member		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 Yes (Required for NHs only – record date of most recent survey posted) : 3/17/14	Staffing information clearly posted? Yes	

<b>Resident Profile</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
1. Do the residents appear neat, clean and odor free?	Yes	
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	

<b>Resident Living Accommodations</b>	<b>Yes No N/A</b>	<b>Comments/Other Observations (please number comments)</b>
8. Did residents describe their living environment as homelike?	Yes	9 There was an odor in one area next to the laundry room; the odor was thought to be soiled linen in a container  11. Two residents who shared a room felt the noise level was high and constant, stating there were too few times when it was completely quiet. Their room location was near the nurses' station.  14 – All but one resident felt the response time to the call bell was reasonable. The resident who felt the response time was not adequate also felt the assistants were not respectful of the resident's motion limitations.
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?	Yes*	
14a. If no, did you share this with the administrative staff?	Yes	

\*\*\* N/A equals not applicable, not asked, not observed



Check whether or not ice is being included in the big water cups provided to each resident. Determine if routine water provision with ice is improved during the 2<sup>nd</sup> shift.

Follow up on the status of satisfaction of the resident with limited mobility who felt the staff wasn't respectful of the resident's situation.

committee or community could help address?

Area with strong odor was noted. We were told it likely was soiled linen in a container and that it would be looked into.

All feedback about the food, activities, personal mobility limitations felt to not be respected at the level desired, no ice in the water at times and water container not being refilled routinely by 2<sup>nd</sup> shift personnel was reported to the Admissions Coordinator who took copious notes. The Admissions Coordinator said she would pass along our comments to the head administrator when he returned to work the next day.

One family member stated that she was very pleased with the care that Brookshire provides to the loved one. Several residents said they felt care and cleanliness was very good.