

**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: 70 of 80
Visit Date and day of the week November 28, 2012	Time spent in facility 1 hour 45 minutes	Arrival time 11:00 a.m.
Name of person(s) with whom exit interview was held Administrator		Interview was held - in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 16 – number includes several in groups and several family members		Report completed by:
Resident Rights information is clearly posted? Y	Ombudsman contact information is correct and clearly posted: Y	
The most recent survey was readily accessible Y (Required for NHs only – record date of most recent survey posted) : 6/29/2012	Staffing information clearly posted? Y	

<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?	Y	4. One resident wanted help. Reviewer told nurses station and help came quickly. Aides seem very familiar with and friendly to residents.
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)	Y	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	N	
4. Were residents interacting with staff, other residents & visitors?	Y*	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	N/A	
5a. Did staff members wear nametags that are easily read by residents and visitors?	Y	
6. Did you observe restraints in use?	N	
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?	Y	9. Odor noticed in one room and hallway, but odor gone when reviewer went through same area 15 minutes later
9. Did you notice unpleasant odors?	Y*	
10. Did you see items that could cause harm or be hazardous?	N	
10a. Were unattended med carts locked?	n/a	11. Hallways were noisier before lunch when rooms were being cleaned
10b. Were bathrooms clean, odor-free and free from hazards?	Y	
10c. Were rooms containing hazardous materials locked?	Y	
11. Did residents feel their living areas were kept at a reasonable noise level?	Y*	
12. Does the facility accommodate smokers?	Y	
12a. Where? (Outside / inside / both)	outside	14. Most residents thought call bell response time was good and the staff was very helpful and courteous. Comments were made that response time depends on the time of day, with 7:30-9:00pm being very busy.
13. Were residents able to reach their call bells with ease?	Y	
14. Did staff answer call bells in a timely & courteous manner?	Y*	
14a. If no, did you share this with the administrative staff?	Y	

Facility / date: Brookshire November 28, 2012
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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?	Y*	15. Residents felt there were enough activity choices or chose not to participate and had no desire to have a voice in planning. Residents said they were getting exercise, either through classes or personal assistance, e.g., walking, even those on oxygen.  17a. One resident who required staff assistance said they were not given a choice of where to eat. Meal is delivered to room.  17b. At least one resident still not aware spices are available in dining room or from nursing station. Aides are not offering.  19. On calendar.
15a. Was a current activity calendar posted in the facility?	Y	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Y	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Y	
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)	Y	
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.)	Y	
17a. Are they given a choice about where they prefer to dine?	Y*	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	Y*	
17c. Is fresh ice water available and provided to residents?	Y	
18. Do residents have privacy in making and receiving phone calls?	Y	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Y*	
20. Does the facility have a functioning: Resident's Council? Family Council?	Y N	

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? <hr/>	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? <hr/> One resident stated that she had complained about a broken toilet paper dispenser in the resident meeting and it was fixed the next day. She called it a "fantastic response time". She also showed reviewer the doorframe into bathroom that was gouged up by wheelchair, and stated that the pole in the closet was too high for someone with a wheelchair to reach. Administrator stated that Brookshire was changing out all the toilet paper dispensers as they were too low, and they were hurting residents' legs. To prevent potential slip and falls, they also moved the soap and towel dispensers in bathrooms so that residents weren't dripping water across the bathroom floor. Administrator also said that they were making building repairs such as doorframes as the building was going to be painted, and the resident's doorframe

would be repaired and clothing pole lowered.

One resident had a lovely “glamour shot” of herself hanging above her bed. In speaking to visiting family members, reviewer was told that Brookshire takes them. Residents’ hair and makeup is done, hats, jewelry and tops are provided, and photos are taken of those residents who want to participate. Residents give them to their families for Christmas, and Administrator commented that this is often the last picture the family has of the family member.

One common area has a large aviary with finches. Many residents like to come and watch the birds. The aviary was clean and birds looked healthy.

Administrator will “advertise” availability of spices in additional ways so residents are aware of their availability.

Family members interviewed, who visited weekly, stated that everybody knows everybody, and that residents were well cared for and treated with respect.