

**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: 78 of 80
Visit Date and day of the week Wednesday, Sept. 28, 2011	Time spent in facility 1 hour, 45 minutes	Arrival time 2:00
Person(s) with whom exit interview was held Administrator		Interview was held in person yes
Committee members present: Two Committee		

Number of residents who received personal visits from committee members 8	
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) : 10/11/10	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. Residents reported at times there were not enough workers. One resident reported that Sundays were the biggest problem. Another resident related this to staff turnover.
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?	N/A	
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)	No	

<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	8. satisfied, although not like home 9. no odor except 1 room 10c. all rooms except one locked 11. Dining hall noisy, but hall noise fine 12a. Smokers accommodated outside 13. most of the time; occasionally for one resident the staff has forgotten to put call bell on the bed at night 14. depends on who's on duty & how many staff working. Some staff very faithful and respond quickly & some not. Sometimes it takes up to an hour.
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?	No	
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)	N/A	
13. Were residents able to reach their call bells with ease?	Yes	
14. Did staff answer call bells in a timely & courteous manner?	No	
14a. If no, did you share this with the administrative staff?	Yes	

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

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?	No	15. Per resident report, although administrator said this is done. Residents state that if they mention activities of interest, activities staff listen. One resident expressed concern that there is not enough exercise opportunities; she has been a regular exerciser all her life and would like to see more exercise activities than what is currently offered. 15a. One is posted on each corridor. 17. Nursing home residents get snacks 3X a day. Special foods are provided if needed. 17b. Mixed opinions; those that indicated the food was not as good as home cooking indicated that if they let the staff know they would like to request or not be served certain foods, the chef will visit the resident to get the specifics. Requests are honored. 19. One resident felt it would nice to have more visits from the community, civic or volunteer groups. 20. No functioning Family Council
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)	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?	Yes	
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?	Yes	
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	

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/> Residents would like more consistency across staff in terms of helpfulness & responsiveness to requests. Review availability/frequency of exercise classes.	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/> -The delay in call bell response and the delay in taking care of requests made when staff finally arrive in the room. -One resident felt more exercise opportunities should be offered. The administrator will follow up with the activities staff regarding this request. -One "must be locked at all times" door was unlocked. The administrator to follow up to make sure the door was locked and talk to the staff responsible for that door. -One resident felt that staff seemed to be disorganized, e.g., conflicting orders leading to inconsistencies. A new Director of Nursing (previously employed at Brookshire) began working this week and is addressing the issues. This DON has a history of maintaining very good morale and consistency across the staff. -Administrator noted all issues, and stated he would address them.

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