

# Community Advisory Committee Quarterly/Annual Visitation Report

County:  Buncombe	Facility Type:			Facility Name:											
	Adult Care Home		Family Care Home	Asheville Health Care Center											
	Combination Home	X	Nursing Home												
Visit Date	1/29/18	Time Spent in Facility	1	hr		min	Arrival Time	2	:	05			am	X	pm
Person Exit Interview was held with:							Interview was held	X	In-Person						

Jennifer Allen, Administrator

Adm	X	SIC (Supervisor in Charge)		Other Staff: (Name & Title)		
Committee Members Present: John Bernhardt, Diane Duermit						Report Completed by: John Bernhardt

Number of Residents who received personal visits from committee members: 5

Resident Rights Information is clearly visible.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Ombudsman contact information is correct and clearly posted.	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
The most recent survey was readily accessible. (Required for Nursing Homes Only)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Staffing information is posted.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Resident Profile			Comments & Other Observations
1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/>	Yes	<p>Most residents were in the dining room ready for bingo. There were interactions between them suggesting they knew each other well. Several communicated very effectively.</p> <p>Two were outside near the highway smoking. This is a partial improvement. The former management did not allow any smoking by residents (though OK for staff) so they went off-property to busy US70. Under the new management residents do have a designated smoking area near where staff smoke.</p>
2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?	<input checked="" type="checkbox"/>	Yes	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	<input type="checkbox"/>	Yes	
4. Were residents interacting w/ staff, other residents & visitors?	<input checked="" type="checkbox"/>	Yes	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	<input type="checkbox"/>	Yes	
6. Did you observe restraints in use?	<input type="checkbox"/>	Yes	
7. If so, did you ask staff about the facility's restraint policies?	<input type="checkbox"/>	Yes	

Resident Living Accommodations Observations			Comments & Other
3. Did residents describe their living environment as homelike?	<input type="checkbox"/>	Yes	
3. Did you notice unpleasant odors in commonly used areas?	<input type="checkbox"/>	Yes	

10. Did you see items that could cause harm or be hazardous?  Yes  No

11. Did residents feel their living areas were too noisy?  Yes  No

12. Does the facility accommodate smokers?  Yes  No

12a. Where?  Outside only  Inside only  Both Inside and Outside.

13. Were residents able to reach their call bells with ease?  Yes  No

14. Did staff answer call bells in a timely & courteous manner?  Yes  No

14a. If no, did you share this with the administrative staff?  Yes  No

**Resident Services**

**Comments & Other Observations**

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?  Yes  No

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?  Yes  No

16a. Can residents access their monthly needs funds at their convenience?  Yes  No

17. Are residents asked their preferences about meal & snack choices?  Yes  No

17a. Are they given a choice about where they prefer to dine?  Yes  No

18. Do residents have privacy in making and receiving phone calls?  Yes  No

19. Is there evidence of community involvement from other civic, volunteer or religious groups?  Yes  No

20. Does the Facility have a Resident's Council?  Yes  No

A new management team took over last fall but has not yet provided for a van to take residents on excursions. Several complained that they want to go out to shop. The good administrator is working this out. In the <sup>time</sup> meantime medical appointments are always met, by county transport services, and staff go out to buy items that residents want.

**Areas of Concern**

**Exit Summary**

Discuss items from "**Areas of Concern**" Section as well as any changes observed during the visit.