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4/2

Community Advisory Committee Quarterly/Annual Visitation Report

County Henderson	Facility Type - <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home	Facility Name Blue Ridge Retirement Center
Visit Date 3/22/18	Time Spent in Facility 2hr 30 min	Arrival Time 2 PM 3pm 4pm
Name of Person Exit Interview was held with Stephanie Brown Adm		Interview was held <input checked="" type="checkbox"/> In-Person <input type="checkbox"/> Phone <input type="checkbox"/> Admn. <input type="checkbox"/> SIC (Supervisor in Charge)
<input checked="" type="checkbox"/> Other Staff Rep Denice Solomon RCC (Name & Title)		
Committee Members Present Calvin Titus, Bernice Brockey, Kathleen Dunn		Report Completed by: Kathleen Dunn

Number of Residents who received personal visits from committee members: 8	Ombudsman contact information is correct and clearly posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Resident Rights information is clearly visible. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Staffing information is posted. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The most recent survey was readily accessible. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Required for Nursing Homes Only)	

Resident Profile

1. Do the residents appear neat, clean and odor free? Yes No
2. Did residents say they receive assistance with personal care activities, Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? Yes No
3. Did you see or hear residents being encouraged to participate in their care by staff members? Yes No
4. Were residents interacting w/ staff, other residents & visitors? Yes No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? Yes No
6. Did you observe restraints in use? Yes No
7. If so, did you ask staff about the facility's restraint policies? Yes No

Comments & Other Observations

Several residents watching TV in common room - others resting in room. All visited expressed satisfaction with facility. Seem to enjoy visits with LOS members.

Beds 38/42 residence

Resident Living Accommodations

8. Did residents describe their living environment as homelike? Yes No
9. Did you notice unpleasant odors in commonly used areas? Yes No
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 & 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

Comments & Other Observations

Facility appears clean - any mess clean almost immediate. Appeared less tidy when member Calvin arrived early. - Blinds work

Resident Services

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
Family Council? Yes No

Comments & Other Observations

Very pleasant, clever activities director - seems to enjoy residents. Residents expected to make own beds if possible. Staff reports limited in many things to improve services due to "corporate" limited limits.

Areas of Concern

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?

Substitute menu seems uncertain.

Exit Summary

Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.
Report some mattress jell. check menus - FU

Did residents report concern over mattresses?