

## Community Advisory Committee Quarterly/Annual Visitation Report

County:  
**Buncombe**

Facility Type:		Facility Name:
<input checked="" type="checkbox"/> Adult Care Home	<input type="checkbox"/> Family Care Home	<b>Heatherglen at Ardenwoods</b>
<input type="checkbox"/> Combination Home	<input type="checkbox"/> Nursing Home	

Visit Date 5/24/17	Time Spent in Facility	hr 25	min	Arrival Time	10:35	<input checked="" type="checkbox"/> am	<input type="checkbox"/> pm
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Person Exit Interview was held with: Pam Slater	Interview was held	<input checked="" type="checkbox"/> In-Person or Phone (Circle) in person
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<input checked="" type="checkbox"/>	SIC (Supervisor in Charge)	Other Staff: (Name & Title)
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Annie Butzner, Peggy Franc

Report Completed by:  
Peggy Franc

Number of Residents who received personal visits from committee members: 6

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

### Comments & Other Observations

1. Do the residents appear neat, clean and odor free?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	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?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3. Did you see or hear residents being encouraged to participate in their care by staff members?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
4. Were residents interacting w/ staff, other residents & visitors?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
6. Did you observe restraints in use?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
7. If so, did you ask staff about the facility's restraint policies?	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

### Resident Living Accommodations Observations

### Comments & Other

8. Did residents describe their living environment as homelike?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
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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  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

**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?

- Several residents were engaged in an activity in the common room when we arrived.
- One resident with a wound on her leg had it tended to immediately once the staff became aware of the issue.

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