Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Buncombe  
**Facility Name:** Asheville Health Care Center

<table>
<thead>
<tr>
<th>Facility Type:</th>
<th>Facility Name:</th>
<th>Facility Name:</th>
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<tbody>
<tr>
<td>Adult Care Home</td>
<td></td>
<td>Asheville Health Care Center</td>
</tr>
<tr>
<td>Family Care Home</td>
<td></td>
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<tr>
<td>Combination Home</td>
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<tr>
<td>Nursing Home</td>
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<thead>
<tr>
<th>Visit Date</th>
<th>Time Spent in Facility</th>
<th>Arrival Time</th>
</tr>
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<tbody>
<tr>
<td>1/29/18</td>
<td>1 hr min</td>
<td>2:05 am X pm</td>
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Person Exit Interview was held with:  
Interview was held

Jennifer Allen, Administrator  
Adm X SIC (Supervisor in Charge)

Committee Members Present: John Bernhardt, Diane Duermitt

Report Completed by: John Bernhardt

<table>
<thead>
<tr>
<th>Number of Residents who received personal visits from committee members:</th>
<th>5</th>
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<tbody>
<tr>
<td>Resident Rights Information is clearly visible.</td>
<td>X Yes No</td>
</tr>
<tr>
<td>Ombudsman contact information is correct and clearly posted.</td>
<td>X Yes No</td>
</tr>
<tr>
<td>The most recent survey was readily accessible. (Required for Nursing Homes Only)</td>
<td>Yes No</td>
</tr>
<tr>
<td>Staffing information is posted.</td>
<td>Yes No</td>
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**Resident Profile**

1. Do the residents appear neat, clean and odor free? X 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? X 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? X 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 X No
7. If so, did you ask staff about the facility's restraint policies? Yes No

**Comments & Other Observations**

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.

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.
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          Yes          No

12. Does the facility accommodate smokers? 
   X             Yes          No

12a. Where? [X ] Outside only [ ] Inside only [ ] Both Inside and Outside.
13. Were residents able to reach their call bells with ease? 
   X             Yes          No

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

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

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<th>Resident Services</th>
<th>Comments &amp; Other Observations</th>
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<tr>
<td>15. Were residents asked their preferences or opinions about the activities planned for them at the facility?</td>
<td></td>
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<tr>
<td>Yes</td>
<td>No</td>
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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? 
   X | 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? 
   X | 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**

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

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 meantime medical appointments are always met, by county transport services, and staff go out to buy items that residents want.