Community Advisory Committee Quarterly/Annual Visitation Report

County: Henderson
Facility Type: Family Care Home
Facility Name: Cardinal Care

Visit Date: 11/21/2017
Time Spent in Facility: 1 hr
Name of Person Exit Interview was held with: Chris Drake
Interview was held: In-Person
Committee Members Present: Donna S, Annette G, Darlene H.
Report Completed by: C. A. Buddy Edwards

Number of Residents who received personal visits from committee members: 14

Resident Rights Information is clearly visible: Yes
Ombudsman contact information is correct and clearly posted: Yes
Staffing information is posted: Yes

Resident Profile

1. Do the residents appear neat, clean and odor free? Yes
2. Did residents say they receive assistance with personal care activities, such as 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? Yes
6. Did you observe restraints in use? Yes
7. If so, did you ask staff about the facility’s restraint policies? Yes

Resident Living Accommodations

8. Did residents describe their living environment as homelike? Yes
9. Did you notice unpleasant odors in commonly used areas? Yes
10. Did you see items that could cause harm or be hazardous? Yes
11. Did residents feel their living areas were too noisy? Yes
12. Does the facility accommodate smokers? Yes
12a. Where? Inside & Outside
13. Were residents able to reach their call bells with ease? Yes
14. Did staff answer call bells in a timely & courteous manner? Yes
14a. If no, did you share this with the administrative staff? No

Resident Services

15. Were residents asked their preferences or opinions about the activities planned for them at the facility? 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? Yes
17. Are residents asked their preferences about meal & snack choices? Yes
17a. Are they given a choice about where they prefer to dine? Yes
18. Do residents have privacy in making and receiving phone calls? No
19. Is there evidence of community involvement from other civic, volunteer or religious groups? Yes
20. Does the facility have a Resident’s Council? Yes

Areas of Concern

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

NC Rating: 84 2 stars
census: 46
Sanitation: 97.5
Dietary: 98.

Discussion items from “Areas of Concern” Section as well as any changes observed during the visit.

This Document is a PUBLIC RECORD. Do not identify any Resident(s) by name or inference on this form.
Top Copy is for the Regional Ombudsman’s Record. Bottom Copy is for the CAC’s Records.

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