## Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Henderson  
**Facility Name:** Caroling Village Care Center

**Visit Date:** Dec 6 2017  
**Time Spent in Facility:** 2 hr

**Name of Person Exit Interview was held with:** Kelli Russell, DON  
**Interview was held at:** In-Person, Phone, Admin.

**Other Staff Rep:** (Name & Title)

**Committee Members Present:**  
- B. Bradsby
- Calvin Titus
- K. Dunn
- Martha Sachs
- B. Hickey

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

### Resident Rights Information is clearly visible. [ ] Yes [ ] No

- The most recent survey was readily accessible. [ ] Yes [ ] No

### 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 with 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

- Due to the time of visit most residents were involved in activities or resting in rooms. A few were watching TV.
- A new electronic message board “The Hub” very visible posted at many locations in the hallway. It had a menu for the day with alternatives & activities/times for day. Weather.
- Residents positive about meals & rooms

### Resident Living Accommodations

8. Did residents describe their living environment as home-like? [ ] 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, do you share this with the administrative staff? [ ] Yes [ ] No

### Comments & Other Observations

- Census: 5 of 60. 2 beds held for residents. Sanitation 98%
- Full range activities - ice cream social in progress also slide show (memory lane). Residents able to sit in easy chairs while we visited. Facility very clean, cheerful, odor free, uncluttered hallways

### 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

### Comments & Other Observations

- Therapy Rm busy and bright.
- Staff very willing to answer questions and get information.
- Spa had walk-in tubs.
- Nurse Practitioner, Dr. on call. CNA's handle routine coverage for each resident. But also have a nurse managers report to Dr.
- No memory care section per se, but have special locks on doors. If not restricted will have additional staff if needed.

### Areas of Concern

- Renovations still in planning stage for additional cottages and apartments next to Care Center.

### Exit Summary

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

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