<table>
<thead>
<tr>
<th>County</th>
<th>Facility Type:</th>
<th>Facility Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henderson</td>
<td>□ Family Care Home</td>
<td>Blue Ridge Health &amp; Rehab</td>
</tr>
<tr>
<td></td>
<td>□ Adult Care Home</td>
<td></td>
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<tr>
<td></td>
<td>□ Nursing Home</td>
<td></td>
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<tr>
<td></td>
<td>□ Combination Home</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Visit date</th>
<th>Time Spent in Facility</th>
<th>Arrival Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.18.18</td>
<td>1 Hr. 15 Min</td>
<td>09:00 Am</td>
</tr>
</tbody>
</table>

Name of person Exit Interview was held with Tim Donnelly, Administrator (Name & Title)

Interview was held [ ] In-Person [ ] Phone [ ] Admin [ ] SIC (Supervisor in Charge) [ ] Other Staff Rep

Committee Members Present:
D Sheline, A Goetz, N Christensen, S Reid

Report completed by:
Sherry Reid

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

<table>
<thead>
<tr>
<th>Resident Rights Information is clearly visible.</th>
<th>Ombudsman contact information is correct and clearly posted.</th>
<th>Staffing information is posted.</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
<td>[ ] Yes [ ] No</td>
</tr>
</tbody>
</table>

The most recent survey was readily accessible.

[ ] Yes [ ] 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 and Other Observations

Sanitation 95
Dietary 97.5
Capacity 150 beds

In memory care - staff to resident ratio appeared high.
### 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

### Residential 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 and Other Observations

Numerous instances of missing toilet paper holders, call buttons unreachable, lack of available water, personal care items left out on sinks.

Med and treatment carts left unlocked and unattended in hall. Egress issues - excessive number of carts on both sides of hall, and a Hoyer lift left too close to exit door. Many smoke detectors removed from bathrooms.

Observed a group of residents with CNA smoking on the patio.

One resident complained of being bored, since activities are more focused on older/female residents. Practically, the community is unable to meet his social needs. We suggested he request a Care Plan meeting.

Witnessed residents requesting funds from the business office.

Monthly food committee meetings; only evening snacks offered. Two people complained that they didn't get any snacks during the day.
<table>
<thead>
<tr>
<th>Areas of Concern</th>
<th>Exit Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there resident issues or topics that need follow-up or review at a later time or during the next visit? One resident requested staff assist by reading pamphlet and playing video repair. Another complained about the laundry losing/mixing up clothes. Generally, residents unaware of care plan reviews and residents council to address issues.</td>
<td>Discuss items from “Areas of Concern” Section as well as any changes observed during the visit. Linen closet was much more organized/clean than last visit. Memory care section was in very good shape. Concerned about systemic lack of attention to issues cited above [page 2]. Need follow-up.</td>
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