Community Advisory Committee Quarterly/Annual Visitation Report

County: Henderson
Facility Type: Blue Ridge Retirement Center
Facility Name: Blue Ridge Retirement Center
Visit Date: 10/29/15
Time Spent in Facility: 30 min
Arrival Time: 11:30 AM

Name of Person Exit Interview was held with: Space Collins
Interview was held On-Person □ Phone □ Admin. □ OSIC (Supervisor in Charge)
Manage Exit Interview (Name & Title):Report Completed by: K. Dunn

Committee Members Present:

Bernice Brodsky

Witty Dunn

Number of Residents who received personal visits from committee members: 2

Resident Rights Information is clearly visible. □ Yes □ No
The most recent survey was readily accessible. □ Yes □ No
(Required for Nursing Homes Only)

Ombudsman contact information is correct and clearly posted. □ Yes □ No
Staffing information is posted. □ 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 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

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

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
Family Council? □ Yes □ No

Areas of Concern
Are there resident issues or topics that need follow-up or review at a later time or during the next visit?
Residents confused, anxious

Comments & Other Observations
2 Residents interviewed. Not of facility. 1 resident confused.
1 staff person present. Med-Tech was reluctant to give info.
Residents appeared unkempt.
A nervous. Other residents moved to different facility - RR active will close at end of month.
Resident does not have plan.

Resident Exit Interview Comments & Other Observations

Most services stopped.
Meals still serve in OR.

1 resident not moving to new facility due to finances.
Has no plan yet. Staffs being assisted by County SW and banker.

Exit Summary
Discuss items from “Areas of Concern” Section as well as any changes observed during the visit.
Suggest Future info on status of facility be given to visiting team.

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.