# Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Buncombe  
**Facility Type:**  
- Adult Care Home  
- Family Care Home  
- Combination Home  
- Nursing Home  
**Facility Name:** Candler Living Center

<table>
<thead>
<tr>
<th>Visit Date</th>
<th>Time Spent in Facility</th>
<th>Arrival Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/05/18</td>
<td>hr 25 min</td>
<td>11 : 15 am</td>
</tr>
</tbody>
</table>

**Person Exit Interview was held with:**  
Interview was held  
(Circle) (In-Person or Phone)

**Candice Wooten**  
(SIC (Supervisor in Charge)  
Other Staff: (Name & Title)

<table>
<thead>
<tr>
<th>Committee Members Present:</th>
<th>Report Completed by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Judy DeWitt, Bob Tomasulo</td>
<td>Bob Tomasulo</td>
</tr>
</tbody>
</table>

**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. (Required for Nursing Homes Only)**  
Yes  
No

<table>
<thead>
<tr>
<th>Staffing information is posted.</th>
<th>Comments &amp; Other Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>x Yes No</td>
<td>Both staff and residents seem satisfied with place and services. 22 men and 5 women</td>
</tr>
</tbody>
</table>

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?*  
   - Yes  
   - No

3. Did you see or hear residents being encouraged to participate in their care by staff members?  
   - X 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?  
   - X 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  
   - X No
### Resident Living Accommodations

8. Did residents describe their living environment as homelike?  
   - Yes [X]  
   - No

9. Did you notice unpleasant odors in commonly used areas?  
   - Yes  
   - No [X]

10. Did you see items that could cause harm or be hazardous?  
    - Yes  
    - No [X]

11. Did residents feel their living areas were too noisy?  
    - Yes  
    - No [X]

12. Does the facility accommodate smokers?  
    - Yes [X]  
    - No
    
    Where?  
    - [X] Outside only  
    - [ ] Inside only  
    - [ ] Both Inside and 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
    
    If no, did you share this with the administrative staff?  
    - Yes  
    - No

### Comments & Other Observations

- Call bell system not in use

### Resident Services

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?  
    - Yes [X]  
    - No

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?  
    - Yes [X]  
    - No
    
    Can residents access their monthly needs funds at their convenience?  
    - Yes [X]  
    - No

17. Are residents asked their preferences about meal & snack choices?  
    - Yes [X]  
    - No
    
    Are they given a choice about where they prefer to dine?  
    - Yes  
    - No [X]

18. Do residents have privacy in making and receiving phone calls?  
    - Yes  
    - No [X]

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
<table>
<thead>
<tr>
<th><strong>Areas of Concern</strong></th>
<th><strong>Exit Summary</strong></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?</td>
<td>Discuss items from “Areas of Concern” Section as well as any changes observed during the visit.</td>
</tr>
</tbody>
</table>

One rest room was missing a door handle and lock. SIC said it was being replaced later that day! Facility is in very poor condition due mostly to age and poor maintenance. It did appear to be clean however. It’s sanitation rating was only 93.5. Activities are minimal and most residents were just milling around inside and out. Only a daily menu was posted not weekly or monthly.  

This Document is a PUBLIC RECORD. Do not identify any Resident(s) by name or inference on this form.