Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe

<table>
<thead>
<tr>
<th>Facility Type:</th>
<th>Facility Name:</th>
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<tbody>
<tr>
<td>Adult Care Home</td>
<td>Givens Highland Farms</td>
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<tr>
<td>Family Care Home</td>
<td></td>
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<tr>
<td>Combination Home</td>
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<tr>
<td>Nursing Home</td>
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Visit Date: 8/15/17
Time Spent in Facility: 01:30
Arrival Time: 2:20 pm

Person Exit Interview was held with: Kathy Norman, Administrator
Interview was held: In-Person

Adm | SIC (Supervisor in Charge) | Other Staff: (Name & Title) |
---|-----------------------------|-----------------------------|
X | | |

Committee Members Present: John Bernhardt, Diane Duemmit
Report Completed by: John Bernhardt

Number of Residents who received personal visits from committee members: 3

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

The most recent survey was readily accessible. (Required for Nursing Homes Only): 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, Ex. 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 w/ 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

Comments & Other Observations

This is a continuum of care community: Out on the campus is independent living. In this building are assisted living, short and long-term rehabilitation, and a skilled nursing unit. Several years ago Highland Farms was bought by the county’s larger Givens Estates but it continues to be independently managed.

Residents were all clean. There was little opportunity to talk with them since most were in bed after lunch. The few met were happy with the facility.

Resident Living Accommodations Observations

8. Did residents describe their living environment as homelike? Yes
9. Did you notice unpleasant odors in commonly used areas? Yes

Residents

Comments & Other

Everything was clean. Mostly single rooms, with personal items making it feel like a room in their home. Out side each room is a printed page with details about the resident so staff
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 and Outside.  
   Yes | No  
13. Were residents able to reach their call bells with ease?  
   X | Yes | No  
14. Did staff answer call bells in a timely & courteous manner?  
   X | Yes | No  
14a. If no, did you share this with the administrative staff?  
   Yes | No  
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?  
   X | Yes | No  
17a. Are they given a choice about where they prefer to dine?  
   X | Yes | No  
18. Do residents have privacy in making and receiving phone calls?  
   X | 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

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.