Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe

Facility Type:  
- X Adult Care Home  
- Family Care Home  
- Nursing Home

Facility Name: Heatherglen at Ardenwoods

Visit Date: 5/24/17

Time Spent in Facility:  
- hr 25  
- min

Arrival Time: 10:35  
- X am  
- pm

Interview was held:  
- x In-Person or Phone (Circle) in person

Person Exit Interview was held with: Pam Slater

SIC (Supervisor in Charge):  
- X

Other Staff: (Name & Title):  
- Annie Butzner, Peggy Franc

Report Completed by:  
- Peggy Franc

Number of Residents who received personal visits from committee members: 6

Resident Rights Information is clearly visible:  
- X

Ombudsman contact information is correct and clearly posted:  
- X

The most recent survey was readily accessible:  
- Y

Staffing information is posted:  
- X

Resident Profile

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?  
   - X 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 Observations

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

Comments & Other Observations
9. Did you notice unpleasant odors in commonly used areas?

10. Did you see items that could cause harm or be hazardous?

11. Did residents feel their living areas were too noisy?

12. Does the facility accommodate smokers?
12a. Where? [ ] Outside only [ ] Inside only [ ]

13. Were residents able to reach their call bells with ease?

14. Did staff answer call bells in a timely & courteous manner?
14a. If no, did you share this with the administrative staff?

15. Were residents asked their preferences or opinions about the activities planned for them at the facility?

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?

16a. Can residents access their monthly needs funds at their convenience?

17. Are residents asked their preferences about meal & snack choices?

17a. Are they given a choice about where they prefer to dine?

18. Do residents have privacy in making and receiving phone calls?

19. Is there evidence of community involvement from other civic, volunteer or religious groups?

20. Does the Facility have a Resident’s Council?

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**Areas of Concern**

- Several residents were engaged in an activity in the common room when we arrived.
- One resident with a wound on her leg had it tended to immediately once the staff became aware of the issue.

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**Exit Summary**

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