## Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Buncombe  
**Facility Type:** NC State Veterans Nursing Home  
**Visit Date:** 5/11/17  
**Time Spent in Facility:** 50 min  
**Arrival Time:** 3:50 am  
**Person Exit Interview was held with:** Tanya Holderman, Admissions Director  
**Adm SIC (Supervisor in Charge):**  
**Other Staff: (Name & Title):**  
**Committee Members Present:** John Bernhardt, Diane Duermit  
**Report Completed by:** John Bernhardt  
**Number of Residents who received personal visits from committee members:** 4  
**Resident Rights Information is clearly visible:** Yes  
**Ombudsman contact information is correct and clearly posted:** Yes  
**The most recent survey was readily accessible:** Yes  
**Staffing information is posted:** Yes  
**Resident Profile**<br>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 with 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? No  
7. If so, did you ask staff about the facility’s restraint policies? Yes  
8. Did residents describe their living environment as homelike? Yes  
9. Did you notice unpleasant odors in commonly used areas? Yes  

### Comments & Other Observations

All are veterans (not spouses of veterans). Currently there are two female veterans, at one time there were as many as six. The interaction between males and females is completely at ease as they were when in service together. One of the four wings is a secured area for dementia residents.

The accommodations are truly excellent. Large private rooms, nicely furnished, with large gathering spaces in every wing. The residents tend to stay in their comfortable rooms, rarely
in the gathering spaces mixing with other residents. This is in contrast with the VA medical center where veterans in 6-man wards enjoy the interaction they get. This is the residents’ choice. Many activities are provided. The dementia unit is characterized by much interaction.

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?

Staff are very good, helpful. The chaplain knows the residents personally. A number of outside groups and individuals come regularly.