Community Advisory Committee Quarterly/Annual Visitation Report

County: Henderson

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

Facility Name: Universal Healthcare

Visit Date: 1-17-17

Time Spent in Facility: 1 hr 15 min

Arrival Time: 11:15 am

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

Person Exit Interview was held with: Sue Robinson

Committee Members Present: Buddy Edwards, Darlene Hester, Donna Sheline, Annette Goetz

Number of Residents who received personal visits from committee members: 14

Ombudsman contact information is correct and clearly posted. Updated by:

The most recent survey was readily accessible. (Required for Nursing Homes Only)

Staffing information is posted.

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? Yes x No

3. Did you see or hear residents being encouraged to participate in their care by staff members? Yes x 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? 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

1. Did residents describe their living environment as home like? x Yes No

2. Did you notice unpleasant odors in commonly used areas? Yes x No

3. Did residents feel their living areas were too noisy? Yes x No

4. Does the facility accommodate smokers? x Yes No

5. Where? [ ] Outside only [ ] Inside only [ ] Both inside and outside.

Comments & Other Observations

Several male residents were unshaven

Census 87/90

Sanitation – Facility – 98.0

Dietary – Last Inspection Dec. 2015

Nothing Observed

On 200hall personal water glass found in clean line cart – cart was not covered

Very poor egress on 300 hall – carts and residents c both sides of hall.
3. Were residents able to reach their call bells with ease? Yes  x  No
4. Did staff answer call bells in a timely & courteous manner? Yes  x  No
4a. If no, did you share this with the administrative staff? x  Yes  No

Emergency Call Bell was on for over 15 minutes. 2 staff members walked past completely ignoring it. Did not answer until we advised them as to length of time we had observed the light on. Not very happy with us. Residents advised that staff was very outspoken when answering their call bells.

5. Were residents asked their preferences or opinions about the activities planned for them at the facility? Yes  x  No
6. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds at their convenience? x  Yes  No
6a. Can residents access their monthly needs funds at their convenience? x  Yes  No
7. Are residents asked their preferences about meal & snack choices? Yes  x  No
7a. Are they given a choice about where they prefer to line? x  Yes  No
8. Do residents have privacy in making and receiving phone calls? x  Yes  No
9. Is there evidence of community involvement from other civic, volunteer or religious groups? x  Yes  No
10. Does the Facility have a Resident's Council? x  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? The Lab license is expired. The Pharmacy license is expired. Discussed this during exit interview. Advised they are using a new pharmacy and have repeatedly asked for their license. Have not yet received a copy. Administrator advises that the last time dietary was inspected was in Dec. 2015. State has not inspected since. Will follow up on expired licenses on next visit. Suggest state make a dietary inspection immediately.

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

One area of concern from last visit – water fountains and areas around fountains have been cleaned.

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