# Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Henderson  
**Facility Type:** Family Care Home  
**Facility Name:** Carolina Village - Medical  
**Visit Date:** 3/19/2019  
**Time Spent in Facility:** 1 hr  
**Interview was held with:** A. Tucker (Name & Title: DON)  
**Committee Members Present:** Jackie, Son Howard  
**Number of Residents who received personal visits from committee members:**  
**Resident Rights Information is clearly visible.** Yes  
**The most recent survey was readily accessible.** Yes  
**Ombudsman contact information is correct and clearly posted.** Yes  
**Report Completed by:** R. Dunn  
**Arrival Time:** 2:00 pm  
**Interview was held:** In-Person  
**Contact Person:** Admn.  
**Employee in Charge:** DIC  
**Staffing information is posted.** Yes  

## Resident Experience

1. Do the residents appear neat, clean and odor free? Yes  
2. Did residents say they receive assistance with personal care activities, such as bathing, dressing, eating, grooming, or personal hygiene? 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  
10. Did you see items that could cause harm or be hazardous? Yes  
11. Did residents feel their living areas were too noisy? Yes  
12. Does the facility accommodate smokers? Yes  
13. Where? Outside only  
14. Were residents able to reach their call bell with ease? Yes  
15. Did staff answer call bells in a timely & courteous manner? Yes  
16. If so, did you share this with the administrative staff? Yes  

## Comments & Other Observations

- Residents appear clean, well cared for, expressed satisfaction with care, food, staff, and several residents present.
- Rooms all private - all clean, beds made, several residents sleeping.
- Food served from "hot" carts - residents may go to dining room.  
- Staff professional.  
- Communication in facility appears very good. Newsletters appear very good.  

## Address Areas of Concern

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

Are there resident issues or topics that need follow-up or review at a later time or during the next visit?