Community Advisory Committee Quarterly/Annual Visitation Report

County: Buncombe
Facility Type - [ ] Family Care Home [ ] Adult Care Home [ ] Nursing Home [ ] Combination Home
Facility Name: Deaver View Family Care Home

Visit Date: 3/12/2019
Time Spent in Facility: 55 min
Time in Facility: 6:00 PM
Arrival Time: 3:30 PM

Name of Person Exit Interview was held with: Stephen Hipson
Interview was held: [ ] In-Person [ ] Phone [ ] Administrator
(SIC (Supervisor in Charge) Other Staff) (Name & Title)

Committee Members Present: Peggy Franc, Anne Minks
Report Completed by: Anne Minks

Number of Residents who received personal visits from committee members: 4
Resident Rights Information is clearly visible: [ ] Yes [ ] No
Ombudsman contact information is correct and clearly posted: [ ] Yes [ ] No
The most recent survey was readily accessible: [ ] Yes [ ] No
(Required for Nursing Homes Only)
Staffing information is posted: [ ] Yes [ ] No

Resident Profile

1. Do the residents appear neat, clean and odor free? [ ] 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 [ ] No
3. Did you see or hear residents being encouraged to participate in their care by staff members? [ ] Yes [ ] No
4. Were residents interacting w/ staff, other residents & visitors? [ ] 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

8. Did residents describe their living environment as homelike? [ ] Yes [ ] No
9. Did you notice unpleasant odors in commonly used areas? [ ] Yes [ ] No
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 & Outside
13. Were residents able to reach their call bells with ease? [ ] Yes [ ] No
14. Did staff answer call bells in a timely & courteous manner? [ ] Yes [ ] No
14a. If no, did you share this with the administrative staff? [ ] Yes [ ] No

Comments & Other Observations

- We sat with residents as they had a McDonald's lunch. This was after returning from morning appointments. Residents told stories, some about the past, some about their pets. Residents have well-behaved small dogs. They showed us their art. It seemed enjoyable for all.

Residents' comments:
- "It's not a bad place to be."
- "The food is pretty good."

This house is simple but clean and neat.

"The SIC was there, present but in the background. He helped when needed."
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<thead>
<tr>
<th>Resident Services</th>
<th>Comments &amp; Other Observations</th>
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<tbody>
<tr>
<td>15. Were residents asked their preferences or opinions about the activities planned for them at the facility? Yes □ No</td>
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<tr>
<td>16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? Yes □ No</td>
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<tr>
<td>16a. Can residents access their monthly needs funds at their convenience? Yes □ No</td>
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<td>17. Are residents asked their preferences about meal &amp; snack choices? Yes □ No</td>
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<td>17a. Are they given a choice about where they prefer to dine? Yes □ No</td>
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<td>18. Do residents have privacy in making and receiving phone calls? Yes □ No</td>
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<td>19. Is there evidence of community involvement from other civic, volunteer or religious groups? Yes □ No</td>
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<td>20. Does the facility have a Resident's Council? Yes □ No</td>
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<tr>
<th>Areas of Concern</th>
<th>Exit Summary</th>
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<tr>
<td>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</td>
<td>Two artists live here, and efforts are made to accommodate their needs. Outdoor space is there for environmental regard (spray paint)</td>
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