# Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Buncombe

**Facility Type:**
- [X] Adult Care Home
- [ ] Family Care Home
- [ ] Combination Home
- [ ] Nursing Home

**Facility Name:** Marjorie McCune Center

**Visit Date:** 3-12-19

**Time Spent in Facility:** 30 min

**Arrival Time:** 4:10 PM

**Name of Person Exit Interview was held with:**
- [X] Interview was held In-Person

**Name:** Frances Cortes

**Title:** Check Box
- [ ] Adm.
- [ ] SIC (Supervisor in Charge)
- [ ] Other staff

**Phone:** 828-691-8452

**Committee Members Present:**
- [X] Marjorie Latta
- [X] Mary Adams

**Number of Residents who received personal visits from committee members:** 5

**Resident Rights Information is clearly visible.**
- [X] Yes

**Ombudsman contact information is correct and clearly posted.**
- [X] Yes

**The most recent survey was readily accessible.**
- [X] Yes

**Staffing information is posted.**
- [X] Yes

## Resident Profile

1. Do the residents appear neat, clean and odor free? [X] Yes

2. Did residents say they receive assistance with personal care activities, *e.g.*, brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses? [X] Yes

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

4. Were residents interacting w/ staff, other residents & visitors? [X] Yes

5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally? [X] Yes

6. Did you observe restraints in use? [X] Yes

7. If so, did you ask staff about the facility's restraint policies? [X] Yes

## Comments & Other Observations

"Mixed ages and abilities in Residents."

Shower room was clean with no chemicals present.

Dining room was attractive and clean.

The planned activity for the afternoon was going on with good attendance.

Full activity calendar.

Rooms were clean, Beds made.

Residents were active, happy, Staff was busy. Always plenty of good food."