# Community Advisory Committee Quarterly/Annual Visitation Report

**County:** Buncombe  
**Facility Type:** Adult Care Home, Nursing Home, Combination Home  
**Facility Name:** Richmond Hill  
**Visit Date:** 3-13-19  
**Time Spent in Facility:** 10 hr, 15 min  
**Arrival Time:** 2:05 PM  
**Name of Person Exit Interview was held with:** Jennifer Fisk, LIC  
**Committee Members Present:** Peggy Franc, Tony Mck  
**Staff Rep:** Jennifer Fisk, LIC  
**Number of Residents who received personal visits from committee members:** 2  
**Resident Rights Information is clearly visible:** Yes  
**The most recent survey was readily accessible:** Yes  
**Staffing information is posted:** Yes  

## Resident Profile

1. Do the residents appear next, 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? **Yes**  
7. If so, did you ask staff about the facility’s restraint policy? **Yes**

## Comments & Other Observations

- Forgot to ask

## Resident Living Accommodations

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? **Yes**  
14. Were residents able to reach their call bells with ease? **Yes**  
15. Did staff answer call bells in a timely & courteous manner? **Yes**  
16. If no, did you share this with the administrative staff? **Yes**

## Comments & Other Observations

- Quiet house  
- Residents resting after lunch

## Areas of Concern

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