Community Advisory Committee Quarterly/Annual Visitation Report						
County: Chatham	Facility Type:		Facility Name/Address:			
	Family Care Home X Nursing Home		The Laurels			
	140 bed SNF		72 Chatham Business Park			
	Adult Care Home Combination Home		Pittsboro NC 27312			
/isit Date: 1/12/2023 Time spent in facility: 45 min		Arrival time: 1:40pm  am  pm				
Name of person exit interview was held with: Interview was held: John Jarrell X in Person Phone						
Admin. ⊠ SIC (Supervisor in Charge). ☐ Other Staff Rep. ( <i>N</i>				e) John Jarrell, Administrator		
Committee Members Present: Anita Tesh, Kevyn Immerman and Patti Lieg				Report Completed by: Anita Tesh		
				, , , , , , , , , , , , , , , , , , ,		
Number of Residents who received personal visits from committee members: 10 Residents 2 Employee 3 Family Members						
Resident Rights Information is clearly visible: x Yes No Ombudsman Contact Info is correct and clearly posted: x Yes No						
			information clearly posted: X Yes  No N/A			
(Required for Nursing Homes Only)		Yes/No/NA	Comments/Other Oheamstians			
Resident Profile				Comments/Other Observations		
	appear neat, clean and odor free?		Yes	Residents clean and well groomed		
1	they receive assistance with personal of their their teeth, combined their heir in			Family members and all residents except one		
	ushing their teeth, combing their hair, in ning their eyeglasses?	Serung		reported receiving timely, appropriate care. One resident who did not wish to be identified stated		
dentales of elean	mig their cycgidsses:			that staff did not clean her room adequately.		
			Yes	(This room was noted by the CAC visitor to be		
				extremely crowded with personal items,		
				particularly food, which might pose challenges to		
				cleaning.)		
3. Did you see or hear residents being encouraged to participate in		Yes	Physical Therapy observed to be in process.			
their care by staff members?			Decidents interesting with each other visitans			
4. Were residents interacting with staff, other residents & visitors?		/ISITOTS ?	Yes	Residents interacting with each other, visitors and staff		
5. Did staff respond to or interact with residents who had difficulty			and stair			
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?			NA			
Resident Living Accommodations			Yes/No/NA	Comments/Other Observations		
8. Did residents des	<b>v</b>		Yes	Family members commented on quality of care		
0 Did you notice up			No	their loved one receives.		
•	<ul><li>9. Did you notice unpleasant odors in commonly used areas?</li><li>10. Did you see items that could cause harm or be hazardous?</li></ul>		No See note	Facility clean and in good repair. One		
To. Did you see items	s that could cause harm or be hazardou	19 ;	See note	unattended Med cart had a red light showing and		
				appeared to possibly be unlocked.		
11. Did residents feel their living areas were too noisy?		Yes	One resident stated that nights are noisy			
			because of a "psychiatric patient" and stated			
				further that night shirt staff are "scared of him"		
				(the "psychiatric patient"). No other residents		
40 D # 6 35			Vac	complained of noise		
12. Does the facility accommodate smokers?  Where? X Outside only Inside only Both Inside/Outside			Yes	Smoking outside supervised by CNAs.		
13. Were residents able to reach their call bells with ease?		Yes	Residents we observed could reach the bells			
	Iswer call bells in a timely & courteous manner?			Residents stated that staff respond to call bells in		
If no, did you share this with the administrative staff?		Yes	a "reasonable time." Several bells were on			
			during our visit, and staff were observed			
				responding to them.		
Resident Service	es		Yes/No/NA	Comments/Other Observations		
	sked their preferences or opinions abou	ut the	Yes	Residents positive about activities. Residents		
activities planned	I for them at the facility?			Council available to help plan activities.		

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Yes	Residents can keep cash in their rooms or in office lockbox.
Can residents access their monthly needs funds at their convenience?	Yes	
17. Are residents asked their preferences about meal/snack choices?	Yes	Food described as "bland" by two residents, and
Are they given a choice about where they prefer to dine?	Yes	also as "repetitive" by one of these two residents.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in each room, and some residents also have cell phones. Staff knock before entering rooms.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Evidence from activity calendar.
20. Does the facility have a Resident's Council?	Yes	Resident's Council meets monthly. Attempts at
Family Council?	No	Family Council have not resulted in family engagement, but there is regular email communication to families, to which they can "reply all" to discuss concerns.
Areas of Concern	Yes/No/NA	Exit Summary
<ol> <li>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</li> <li>One resident expressed concern about a "psychiatric patient" who is disruptive and noisy, and who "night shift are scared of." One staff member also cited challenges in feeling that mental health needs of all patients were being adequately addressed.</li> <li>One resident who agreed to be identified stated that her physical therapy had been terminated suddenly without explanation, and that no one had shown her how to use her prostheses.</li> <li>One unattended med cart had a red light showing and appeared to possibly be unlocked.</li> <li>Note: The resident on our visit in August who was dissatisfied about his room temperature reported that this is no longer a problem- he's comfortable now.</li> </ol>	Yes	Discussed with administrator on exit:  1) Resident & staff concerns about mental health needs of residents reported to administrator. Administrator stated that Psychiatric NP was in facility today to consult with staff, and he would follow up on issue.  2) Administrator stated that he would investigate the reason the identified resident was not getting the expected PT.  3) Administrator stated he would follow up on the med cart, and the meaning of red light.

This Document is **PUBLIC RECORD**. <u>Do not</u> identify any Resident(s) by name or inference on this form. <u>Top Copy</u> is for the Regional Ombudsman's Record. <u>Bottom Copy</u> is for the CAC's Records.