

Community Advisory Committee Quarterly/Annual Visitation Report

County: Chatham	Facility Type: Assisted Living <input type="checkbox"/> Family Care Home <input type="checkbox"/> Nursing Home <input checked="" type="checkbox"/> Adult Assisted Living with Memory Care Unit <input type="checkbox"/> Combination Home	Facility Name/Address: Chatham Ridge Assisted Living 114 Polks Village Lane Chapel Hill, NC 27517
Visit Date: 10/12/ 2023	Time spent in facility: 1hr 38min	Arrival time: 11:27 pm
Name of person exit interview was held with: Interview was held: <input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone <input checked="" type="checkbox"/> Director SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep. (Name & Title) Ben Clark, Executive Director		
Committee Members Present: Pat Regan & Patti Liegl		Report Completed by: Patti Liegl
Number of Residents who received personal visits from committee members: 9 residents		
Resident Rights Information is clearly visible: <input checked="" type="checkbox"/> Yes		Ombudsman Contact Info. is correct and clearly posted: <input checked="" type="checkbox"/> Yes
The most recent survey was readily accessible: <input type="checkbox"/> Yes <input type="checkbox"/> No (Required for Nursing Homes Only) n/a		Staffing information clearly posted: <input type="checkbox"/> Yes <input type="checkbox"/> No n/a

Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	Yes	Residents were clean and well groomed.
2. Did residents say they receive assistance with personal care activities? <i>Ex. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses?</i>	Yes	One resident who needs some physical assistance said he receives quality care, and good therapies for his rehab.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	A therapist was observed with a resident, and provided many verbal cues.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were interacting with each other while waiting to go into the dining room and during lunch.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	Servers in the dining room appeared to be patient and attentive to residents' needs. One resident changed his mind about what he wanted to eat once served and was quickly brought another plate.
6. Did you observe restraints in use?	No	
7. If so, did you ask staff about the facility's restraint policies?	N/A	
Resident Living Accommodations	Yes/No/NA	Comments/Other Observations
8. Did residents describe their living environment as homelike?	Yes	Most residents CAC spoke with were satisfied with the facility. One gentleman who was willing to have his name shared stated he sleeps very lightly and dislikes being woken every 2 hours in the night. He was also concerned he could not keep any OTC medications in his room and he planned to leave the facility soon with or without any prearranged living arrangements. Another who was willing to have his name shared]commented he'd had cash and personal items stolen from his room.
9. Did you notice unpleasant odors in commonly used areas?	No	Facility clean & in good repair. No odors.
10. Did you see items that could cause harm or be hazardous?	No	Medicine carts were secure.
11. Did residents feel their living areas were too noisy?	No	
12. Does the facility accommodate smokers? Where? Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	Yes	Smoking is allowed outside but there are no current residents who smoke.
13. Were residents able to reach their call bells with ease?	NA	No call bells were observed at this visit.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	NA NA	Not addressed this visit but call bell response time is monitored centrally and staff wear pagers.
Resident Services	Yes/No/NA	Comments/Other Observations
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	Residents are involved in planning monthly activities as well as menus.

16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds? Can residents access their monthly needs funds at their convenience?	Yes	The business manager handles resident ancillary funds.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	The daily menu was observed. Residents choose what they want to eat for the next meal at the current one. One resident said the food was okay, and added, "No cooking, no dishes, what's not to like?" Another resident who was unwilling for her name to be shared said "The hot food is cold; the cold food is hot." A third noted it takes a long time to be served but also mentioned the food has recently improved.
18. Do residents have privacy in making and receiving phone calls?	Yes	Many residents have cell phones.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Activity calendar and activity room show evidence of numerous activities. Some residents were out for a weekly luncheon.
20. Does the facility have a Resident's Council? Family Council?	Yes	All staff departments are included in the residents' monthly meeting including clinical, business, housekeeping, and dietary. Family is welcome.
Areas of Concern	Yes/No/NA	Exit Summary
Are there resident issues or topics that need follow-up or review at a later time or during the next visit? The resident who wants to leave with or without appropriate living accommodations needs follow up.	Yes	Positive observations were shared on the exit interview. Residents' observations on the quality of food were shared, and Mr. Clark reported a chef, a cook and 2 additional servers have been added to the kitchen/dining staff. Mr. Clark shared that bed checks are required every 2 hours during the night. OTC medications have to be ordered by the physician, and kept in a locked box in a resident's room. As far as the thefts, two employees were fired; one for theft, the other for begging from residents. Mr. Clark also noted the facility works with a mental health organization to help those experiencing PTSD, previous forms of addiction and other mental health needs.

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