

## Community Advisory Committee Quarterly/Annual Visitation Report

County: Chatham	Facility Type: <input type="checkbox"/> Family Care Home <input type="checkbox"/> Nursing Home <input type="checkbox"/> Combination Home <b>X Assisted Living 66 bed</b> with Memory Care Unit (currently closed)	Facility Name/Address: Coventry House of Siler City 260 Village Lake Rd Siler City, NC 27344
Visit Date: 10/25/2023	Time spent in facility: 56 minutes	Arrival time: 2:32 pm
Name of person exit interview was held with: <b>X Admin.</b> <input type="checkbox"/> SIC (Supervisor in Charge) Other Staff Rep. (Name & Title) Traci McLaurin, Executive Director		Interview was held: <b>X</b> in Person <input type="checkbox"/> Phone
Committee Members Present: Anita Tesh & 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: <b>X</b> Yes		Ombudsman Contact Info is correct and clearly posted: <b>X</b> Yes
The most recent survey was readily accessible: Yes No (Required for Nursing Homes Only)		Staffing information clearly posted: Yes No

Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	Yes	The residents were dressed appropriately and tidy.
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	Residents with whom we spoke were positive about the facility. One resident said "The folks are nice and take good care of me."
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	An employee assisted a resident with his bed linens. Another employee offered assistance to a resident who was waiting on a special activity.
4. Were residents interacting with staff, other residents & visitors?	Yes	About 5 residents were enjoying the music on another resident's phone in the lobby. Over 10 residents were in the Activity room waiting on the pumpkin painting activity, watching TV and talking in small groups.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	Staff was observed giving appropriate care to residents with communication needs.
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 describe their living environment as homelike?	Yes	All resident responses were positive. "We're doing fine" and "The food is okay."
9. Did you notice unpleasant odors in commonly used areas?	No	The facility smelled very clean.
10. Did you see items that could cause harm or be hazardous?	No	Med carts were locked.
11. Did residents feel their living areas were too noisy?	No	The music playing on the resident's phone in the lobby was well received.
12. Does the facility accommodate smokers? Where? Outside only	Not at this time	No current residents are smokers.
13. Were residents able to reach their call bells with ease?	Yes	The resident who had difficulty with her call bell on the last CAC visit showed a CAC member that it is now working.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	Yes	

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	The activity calendar was posted and Ms. McLaurin noted that activities are based on the residents' registrations. Two subscriptions provided by a CAC volunteer, to Reader's Digest and Our State have been well received according to Ms. McLaurin.
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	Residents can keep small amounts of cash in their rooms, but it is discouraged. Funds for purchases are available in office.

17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	The menu for the upcoming week was posted. One entrée was offered for each menu. Ms. McLaurin stated the menus are "state-mandated."
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in the rooms and staff knock before entering.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	The special activity at the time of the CAC visit was Pumpkin Painting. Hart Pumpkins has donated pumpkins to Coventry House for years. There is a very complimentary note posted on the wall, written to staff, about the care their family received at Coventry House as a resident. Ms. McLaurin also noted the family of a recently deceased resident set up a fund to assist current residents' medical services.
20. Does the facility have a Resident's Council? Family Council?	Yes	There is an open-door policy for families, as well as a regular email newsletter.

<b>Areas of Concern</b>	<b>Yes/No/NA</b>	<b>Exit Summary</b>
Are there resident issues or topics that need follow-up or review at a later time or during the next visit?  No items need follow-up.	No	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit  Positive interactions and observations were shared with Ms. McLaurin. CAC members were greeted warmly by staff and residents.

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.