

## 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 90 bed Adult Assisted Living with Memory Care Unit</b>	Facility Name/Address: Cambridge Hills 140 Brookstone Ln. Pittsboro, NC 27312
Visit Date: 1/22/2024	Time spent in facility: 60 minutes	Arrival time: 2:27pm
Name of person exit interview was held with: <b>X Admin. SIC (Supervisor in Charge) Other Staff Rep. (Name &amp; Title) Mike Walters, Executive Director</b>		Interview was held: in Person <b>X</b> on the Phone 1/24/24
Committee Members Present: Sigi Markworth & Patti Liegl		Report Completed by: Patti Liegl
Number of Residents who received personal visits from committee members: 6 residents, 2 family members, 1 employee		
Resident Rights Information is clearly visible: <b>X</b> Yes <input type="checkbox"/> No		Ombudsman Contact Info is correct and clearly posted: <b>X</b> Yes <input type="checkbox"/> No
The most recent survey was readily accessible: <input type="checkbox"/> Yes <input type="checkbox"/> No (Required for Nursing Homes Only) N/A Assisted Living		Staffing information clearly posted: <input type="checkbox"/> Yes <input type="checkbox"/> No <b>X</b> 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	Most of the residents we spoke with were positive about the care they receive. One resident who provided his name and has always been positive about the care he receives at this facility on previous CAC visits, said "it's basically a crappy place." He stated a CNA became angry with him during toileting. *
3. Did you see or hear residents being encouraged to participate in their care by staff members?	NA	Residents were in activities and social groups at the time CAC members visited mid-afternoon. No direct care was observed.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were seen interacting with each other and staff.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	Staff were responsive to residents throughout the facility. A CNA was listening attentively to a resident in Memory Care.
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	Most of the residents and the two family members we spoke with felt the care provided was good.
9. Did you notice unpleasant odors in commonly used areas?	No	Facility was clean, orderly & odor-free.
10. Did you see items that could cause harm or be hazardous?	No	Med. carts were secured in nursing stations.
11. Did residents feel their living areas were too noisy?	No	
12. Does the facility accommodate smokers? Where? <input type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	No	Non- smoking policy, which includes staff.
13. Were residents able to reach their call bells with ease?	Yes	
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 showed a variety of activities, including community activities. The Activities Coordinator in Memory Care was excited to be attending a "Teepa Snow" conference in February. Ms. Snow is a dementia care specialist. A Montessori room is being set-up in the Memory Care unit. The room's goal is to address feelings over cognition. Family members are encouraged to share what their family member enjoyed in the past to plan future activities. "Music by Tony," Mardi Gras and Chinese New Year activities are being planned for Memory Care to be integrated with Assisted Living.
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 Yes	Residents' funds are managed by the ED. Residents are also allowed to keep cash in their rooms.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	NA Yes	Daily picture menus were posted showing one entrée per meal.
18. Do residents have privacy in making and receiving phone calls?	Yes	Residents are in private or semi-private rooms, with phones. Staff knock before entering rooms.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	The Activity calendar shows community engagement.
20. Does the facility have a Resident's Council?	Yes	
21. Family Council?	Yes	
<b>Areas of Concern</b>	<b>Yes/No/NA</b>	<b>Exit Summary</b>
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>*The only concerns discussed were those raised by one resident who has never indicated any issues to CAC members other than chronic pain reported in the past of which the ED was aware.</p> <p>The resident stated he feels he is restricted in using the facility's PCP and would like to see a different doctor.</p> <p>The resident was concerned about other residents' demise.</p> <p>The resident stated a CNA became angry with him at toileting time which he requires immediately after meals.</p> <p>Lastly, the resident was concerned when his favorite breakfast toast is not served.</p>	None	<p>The exit interview was held on the phone. Positive interactions with residents, family members and an employee were shared.</p> <p>Mr. Walters stated that any resident is welcome to use a different PCP other than the one assigned to the facility and its residents.</p> <p>Mr. Walters declared 100% that no residents observe a death or removal of the deceased body. A picture of the resident who passed away is located in the lobby for about a week, in honor of their life.</p> <p>Mr. Walters noted that staff has been appointed to accommodate the resident's needs after meals.</p>