

## 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: 01/26/2024	Time spent in facility: 1hr 21min	Arrival time: 1:09 pm
Name of person exit interview was held with: <span style="float: right;">Interview was held: <input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone</span> <input checked="" type="checkbox"/> Director SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep. <span style="float: right;">(Name &amp; Title) Ben Clark, Executive Director</span>		
Committee Members Present: Patti Liegl & Kevyn Immermann		Report Completed by: Kevyn Immermann
Number of Residents who received personal visits from committee members: 8 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	Resident stated they take good care of us here. Residents looked content and well groomed. One resident we visited with had reminders on his wall for the time for lunch and to remember to use his walker. He also had his drawers labeled to identify what was in each drawer.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	A nurse was engaged in conversation with the people in the front area near the dining room to check on them. One resident said he likes his personal exercises he is helped with.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were interacting with each other and also in the activity room getting ready to play corn hole.
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?	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	Several residents said how much they enjoyed living there. A resident that has been there for 3 months is so happy her son found Chatham Ridge.
9. Did you notice unpleasant odors in commonly used areas?	No	Facility clean & in good repair. Getting ready to replace carpet.
10. Did you see items that could cause harm or be hazardous?	No	
11. Did residents feel their living areas were too noisy?	No	A few residents said the place is pretty quiet.
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. The residents get a daily sheet of activities in their individual mailboxes next to their door.

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. The residents we spoke with like the food. One resident stated he had a recent meal served in his room.
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.
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.
<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	<p>Ben has focused on hiring, training and retention of his staff. They no longer use a staffing agency.</p> <p>Residents who have served in the military have a printed color sign on their door with their picture and service branch thanking them for their service.</p> <p>There was music playing as you came in the front door which was very upbeat. At the front was a refreshment station with 3 different flavor water dispensers.</p> <p>A married couple has a double room that has been refitted to better serve their needs.</p>

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.