

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 X Assisted Living 66 bed with Memory Care Unit (currently closed)	Facility Name/Address: Coventry House of Siler City 260 Village Lake Rd Siler City, NC 27344
Visit Date: 1/19/2024	Time spent in facility: 58 minutes	Arrival time: 3:17 pm
Name of person exit interview was held with: X Admin. <input type="checkbox"/> SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep. (Name & Title) Traci McLaurin, Executive Director		Interview was held: X in Person <input type="checkbox"/> Phone
Committee Members Present: Anita Tesh, Kevyn Immermann & Patti Liegl		Report Completed by: Anita Tesh
Number of Residents who received personal visits from committee members: 6 residents		
Resident Rights Information is clearly visible: X Yes		Ombudsman Contact Info is correct and clearly posted: X 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	Residents neatly groomed. Several female residents wearing makeup and/or jewelry.
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, "Things have been going pretty good for me here."
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	During our visit, many residents were socializing in common areas. Staff member was observed gently assisting a resident who wanted to disengage from interacting with another resident.
4. Were residents interacting with staff, other residents & visitors?	Yes	Several residents socializing and watching TV together.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	Staff members were 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, except for one resident who was concerned about the noise caused by replacement of paper towel dispensers in restrooms. Staff reassured this resident, but the resident had difficulty understanding the explanation. Music was playing softly in the lobby; flowers were present in the lobby.
9. Did you notice unpleasant odors in commonly used areas?	No	The facility smelled 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?	See note	Music was playing softly in the lobby. During our visit, paper towel dispensers in bathrooms were being replaced, causing some temporary noise which distressed one resident. Otherwise, no complaints.
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	
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?	NA	Not addressed with residents during this visit. Several of the residents think they are at home or at work, not in a facility. The activity calendar was posted and showed a variety of activities.

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
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	From activity calendar.
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.

Areas of Concern	Yes/No/NA	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>No items need follow-up.</p>	No	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>Positive interactions and observations were shared with Ms. McLaurin. Staff and residents warmly greeted CAC members. Ms. McLaurin was quite aware of the resident who was distressed by the noise and was actively working to reassure and redirect her.</p> <p>CAC noted that the plants present in the facility include poinsettias, which are toxic if eaten. Ms. McLaurin explained that none of the current residents ever attempted to eat potted plants- if they did, poinsettias would not be used.</p>

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Top Copy is for the Regional Ombudsman's Record. **Bottom Copy** is for the CAC's Records.