

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"/> Adult Care Home <input checked="" type="checkbox"/> Combination Home 40 bed SNF; 51 ACH with Memory Care Unit	Facility Name/Address: The Arbor at Galloway Ridge 300 Clynelish Close Pittsboro, NC 27312
Visit Date: 5/3/2024	Time spent in facility: 45 mins.	Arrival time: 4:25 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"/> Admin SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep. (Name & Title) Dianne Armstrong, Director of Arbor Operations		
Committee Members Present: Sigi Markworth & Patti Liegl		Report Completed by: Patti Liegl
Number of Residents who received personal visits from committee members: 9 residents, 3 family members		
Resident Rights Information is clearly visible: Yes		Ombudsman Contact Info is correct and clearly posted: Yes
The most recent survey was readily accessible: (Required for Nursing Homes Only)		Staffing information clearly posted: Yes

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	Residents were happy with the care they receive.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	No	At the time of the CAC visit, no direct personal care was observed. The memory care unit was well staffed. In skilled nursing, one resident was excited for discharge next week after working so hard in both physical and occupational therapies. His family member was very pleased with his progress,
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were interacting with each other and family members. One resident's family member noted that staff is "wonderful."
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	One resident had difficulty with her w/c and staff was very respectful of her. The staff member immediately dropped what she was doing to assist the resident.
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	The residents we spoke with were very happy with their personal care and meals.
9. Did you notice unpleasant odors in commonly used areas?	No	The facility is clean and well maintained.
10. Did you see items that could cause harm or be hazardous?	No	No safety issues were observed.
11. Did residents feel their living areas were too noisy?	No	The facility was quiet during this visit.
12. Does the facility accommodate smokers? Where? Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	No	
13. Were residents able to reach their call bells with ease?	Yes	The Arbor uses both a pager & call bell system.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	Yes N/A	No call bells were observed.
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	Activity schedules were clearly posted in all of the individual levels of Care Units.
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	Most purchases placed on residents' accounts, but some keep small amounts of cash.

17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	Menu options were posted. There are options for dining, including the resident's room & several dining rooms. Phones in rooms, and some residents have cell phones. Have Resident's Council. Family Council is covered via email.
18. Do residents have privacy in making and receiving phone calls?	Yes	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	
20. Does the facility have a Resident's Council? Family Council?	Yes Yes	
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? No areas of concern.	No	No "Areas of Concern" were noted during the visit. CAC members shared positive observations with Ms. Armstrong. Ms. Armstrong updated CAC members on residents' progress not seen at the time of this visit.

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.