

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: 5/3/2024	Time spent in facility: 1hr 51min	Arrival time: 2:15pm
Name of person exit interview was held with: _____ Interview was held: <input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone <input type="checkbox"/> Director <input type="checkbox"/> SIC (Supervisor in Charge) <input checked="" type="checkbox"/> Other Staff Rep. (Name & Title) Barbara Thomas, RN, Director of Clinical Services		
Committee Members Present: Patti Liegl & Sigi Markworth		Report Completed by: Sigi Markworth
Number of Residents who received personal visits from committee members: 7 residents & 3 family members		
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	Not directly observed, but residents and family with spoke with in both assisted living and memory care stated that they receive excellent care.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	Observed positive interaction between staff and residents. One resident we met in the dining room stated that he missed lunch because of an off-site med. appt. and staff stopped to get him lunch.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents and staff were observed interacting positively with each other. At the time of visit, bingo was taking place that residents seemed to enjoy. One staff member was coordinating the automated bingo activities and interacted with residents.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	One of the residents located in the sitting area across from nurses' station in assisted living was showing us her colorful potholders which she created. The resident had difficulty communicating and a staff member who walked by appeared very familiar with the resident, spoke with her, and explained to us that the resident enters her potholders at the annual fundraiser.
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	All the residents and family members the CAC spoke with were very happy with the environment.
9. Did you notice unpleasant odors in commonly used areas?	No	The assisted living area appeared clean & in good repair. No odors.
10. Did you see items that could cause harm or be hazardous?	No	
11. Did residents feel their living areas were too noisy?	No	No complaints at time of visit.
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.
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.
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	Residents are given a choice on meals and where to dine. A large-print menu was displayed at the entrance of the dining room. All residents and family members the CAC spoke with were very happy with the food (choices and quality).
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	The monthly activity calendar was posted outside of the Activity Room and various other locations throughout the facility. Activities are color coded by type (i.e., emotional, environmental, intellectual, physical, social, spiritual, vocational) and exhibit community involvement. The legend clearly identifies locations and also has residents' birthdays.
20. Does the facility have a Resident's Council? Family Council?	Yes	As observed in previous visits, all staff departments are included in the residents' monthly meeting including clinical, business, housekeeping, and dietary. Family is welcome.
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?	Yes	<p>The Exit interview was held with Ms. Thomas, Director of Clinical Services, who is a fairly new staff member and commutes 2 hours one way Mo-Fri. She stated that the environment, staff, and residents are worth the commute.</p> <p>Positive observations were shared re. residents' and family members' comments about care and food.</p> <p>The CAC noticed a clear temperature shift between Assisted Living and the Memory Care Unit with the latter being significantly warmer. We addressed this with Ms. Thomas who stated that the residents in memory care seem to prefer it warmer. We did note that the residents we spoke with were dressed in long sleeves, one wearing a sweatshirt. Residents seemed content.</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.