

Community Advisory Committee Quarterly/Annual Visitation Report

County: Chatham	Facility Type: <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Nursing Home 140 bed SNF and Memory Care Unit <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Combination Home	Facility Name/Address: The Laurels 72 Chatham Business Park Pittsboro NC 27312
Visit Date: 4/20/24	Time spent in facility: 84 minutes	Arrival time: 1:03 pm

Name of person exit interview was held with: Interview was held: in Person Phone

Admin. SIC (Supervisor in Charge). Other Staff Rep. (Name & Title) Oliva Peavey, Medical Records & Steve Wofford, LPN

Committee Members Present: Kevyn Immermann, Patti Liegl & Patricia Regan Report Completed by: Patricia Regan

Number of Residents who received personal visits from committee members: 13 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 checked="" type="checkbox"/> Yes (May 2023) <i>(Required for Nursing Homes Only)</i>	Staffing information clearly posted: <input checked="" type="checkbox"/> 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. Residents were very talkative, cheerful and welcoming to CAC members.
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	One resident stated that the staff tries to help you out. For example, they also get your clothes out for her. Another resident shared his schedule for showers and bedside baths plus schedule for physical therapy.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	Staff was very busy providing care during the entire time of the visit and doing so in a compassionate, happy caring and with a warm and friendly attitude. They were providing services with a smile on their faces.
4. Were residents interacting with staff, other residents & visitors?	Yes	Care for residents was observed and performed with respect, patience and most of all with a pleasure to serve using a positive approachable manner, one resident was using his stuffed animal hidden under his shirt making the noise of cutting down trees as he moved around in his wheelchair engaging in conversations with residents to include us. Staff and residents smiled as he passed by them.
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?	NA	

Resident Living Accommodations	Yes/No/NA	Comments/Other Observations
8. Did residents describe their living environment as homelike?	Yes	There were no complaints or concerns reported.
9. Did you notice unpleasant odors in commonly used areas?	No	
10. Did you see items that could cause harm or be hazardous?	No	
11. Did residents feel their living areas were too noisy?	No	
12. Does the facility accommodate smokers? Where? <input checked="" type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	Yes	There was a scheduled smoke break during our visitation. Supervised smoke break schedule was posted and additional information was on table in the same area in the lobby.
13. Were residents able to reach their call bells with ease?	Yes	There were no call bells alarms during our visit.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	NA	

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	Activities for the day were posted and one resident had a scheduled posted in his room.

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 have access to personal money and can use as needed.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	One resident shared with CAC that he had some health issues and most of the food served was not appropriate for him; therefore, he uses other means to get the food he need. This same resident shared that the food is not of his home-cooking style. Overall, the majority of the residents stated they liked the food and have learned to adapt to the seasonings /lack of seasonings because of individual preferences in taste.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in rooms, and some residents also have cell phones. Staff knocked before entering rooms.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Not observed	While a daily exercise calendar was posted, there was a monthly Activity Calendar posted in one of the resident's rooms.
20. Does the facility have a Resident's Council? Family Council?	Yes No	The Resident's Council is active.
Areas of Concern	Yes/No/NA	Exit Summary
There were no areas of concerns noted during this visited.	No	The exit interview was quite positive, observations and comments from residents were shared. Staff was welcoming as smiles were shown on their faces. This was a very positive visit as we observed the interaction between staff and residents filled with a pleasure to serve. One staff member seems to recognize a couple of the residents as Mama and Grandma as she passed one in the hallway and another as she passed her room. The landscaping was nice and the entrance was filled with colorful hanging baskets, pots of flowers, which brought about a warm and welcoming environment to visitors. Large framed posters "Postings & Reportings Concerns/Grievances Notice" and "Compliance Program" were mounted in the front hall. Both provide excellent resources for residents and family members with contact information readily available.

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.