

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: 7/17/2024	Time spent in facility: 40 minutes	Arrival time: 2:22 pm
Name of person exit interview was held with: <input checked="" type="checkbox"/> Admin. <input type="checkbox"/> SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep. (Name & Title) Traci McLaurin, Executive Director		Interview was held: <input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone
Committee Members Present: Anita Tesh, Sigi Markworth & Barbara Gustinis (member in training)		Report Completed by: Sigi Markworth
Number of Residents who received personal visits from committee members: 4 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: 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 appear neatly groomed and dressed.
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 happy about the care they receive. One resident said, "They have been good to me."
3. Did you see or hear residents being encouraged to participate in their care by staff members?	NA	Not observed at this visit
4. Were residents interacting with staff, other residents & visitors?	Yes	During our visit, several residents were gathering in the entrance hall. Staff member was observed gently prompting and assisting residents to transition to activity (Bingo) in dining hall.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	Residents with communication needs were given appropriate care and instructions.
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	Residents we spoke with expressed that they were happy with the facility and staff.
9. Did you notice unpleasant odors in commonly used areas?	Yes/No	At time of visit, there was a distinct smell of urine in one area (hallway near Admin. Offices). The rest of the facility smelled clean.
10. Did you see items that could cause harm or be hazardous?	No	
11. Did residents feel their living areas were too noisy?	NA	This was not addressed at time of visit.
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	No call bells were observed at time of visit.
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	Activities calendar was posted. One resident we spoke with was very happy with activities offered. At time of visit, Bingo was going on and well attended.
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	Per previous observations, 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	At time of visit, we observed an out-of-date menu (Fall/Winter) posted at entrance of cafeteria. This was addressed at exit interview and immediately changed. They recently changed caterer to Cowboy's Café (Lunch, dinner Mo-Fr).
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in the rooms.

19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	Yes, per activity calendar.
20. Does the facility have a Resident's Council? Family Council?	Yes	Per previous discussion, there is an open-door policy for families, as well as a regular email newsletter.

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	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>The exit interview was conducted with Traci McLaurin, Executive Director. Positive interactions and observations were shared. Ms. McLaurin mentioned that they are awaiting certification for their Memory Care Unit and that the name of the facility will be changing to "Dunmore Senior Living".</p> <p>The CAC team shared some observations which the staff was mostly aware off and were addressing:</p> <ul style="list-style-type: none"> • Outdated Menu (updated at time of our visit) • AC not working in a section of building (hallway only as residents' rooms have individual AC units and are not affected except for 1 room which had a large temporary fan at entrance for air circulation) • Urine odor in one isolated area of the facility (staff was not aware but will address)

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