

Community Advisory Committee Quarterly/Annual Visitation Report

County: Chatham	Facility Type: <input type="checkbox"/> Family Care Home <input type="checkbox"/> Nursing Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Combination Home 6 beds	Facility Name/Address: Livewell on 11472 Club Drive 11472 Club Drive Chapel Hill NC 27517 Governor's Club
Visit Date: 9/19/2024	Time spent in facility: 38 mins.	Arrival time 1:22 pm
Name of person exit interview was held with: Interview was held: Latoya Cox <input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone <input type="checkbox"/> Admin. <input type="checkbox"/> SIC (Supervisor in Charge) <input checked="" type="checkbox"/> Other Staff Rep. (Name & Title) Latoya Cox, House Manager		
Committee Members Present: Anita Tesh, Patti Liegl & Billy Cummings (CAC Trainee)		Report Completed by: Patti Liegl
Number of Residents who received personal visits from committee members: 5 residents, 2 family members and 1 community volunteer		
Resident Rights Information is clearly visible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Ombudsman Contact Info is correct and clearly posted: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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	CAC volunteers arrived as lunch was being finished. The residents appeared clean and content after their lunch.
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	Two verbal residents were very pleased with their care. The other residents appeared to be well taken care of.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	One resident was being encouraged to eat her lunch when CAC arrived. Several other residents were waiting for her to eat before excusing themselves from the table.
4. Were residents interacting with staff, other residents & visitors?	Yes	Staff was very responsive assisting a resident while transitioning from standing to sitting.
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	Facility is a small house; clean, well maintained, and safe. One resident proudly showed a CAC member her suite.
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	Soothing music was playing on the television in the living room for all to enjoy.
12. Does the facility accommodate smokers? Where? <input type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	No	None of the residents smoke.
13. Were residents able to reach their call bells with ease?	NA	This is a small house, with bedrooms off a central living room which are easily monitored. At the last CAC visit, a video monitoring system was noted to be located in the large living room area.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	N/A	During our visit, both staff members were attentive to the residents.
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	While an activity calendar was not observed, residents were choosing how they wanted to spend their afternoon. One went out onto the large, back deck while a couple more sat back in the recliners. Staff mentioned they take supervised walks in the neighborhood when the weather permits. There was also a variety of activities on the built in shelves in the living/dining area for residents to choose from.
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?	Not assessed	Per previous visits: Purchases are made for residents and added to their bills or the POA arranges purchases.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	Meals are individually prepared based upon diet and resident preferences. Families assist in the selections.
18. Do residents have privacy in making and receiving phone calls?	Yes	Residents have private bedroom suites.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	A volunteer from the community was with one of the residents during lunch and then participated in an activity with him on the deck.
20. Does the facility have a Resident's Council? Family Council?	Yes	Family members have been meeting the last months over concerns regarding staff changes and consistency of care.

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? Note: This was a well maintained, well-furnished and designed small house that was appointed to be safe for seniors with mobility and/or cognitive challenges. Facility does not use call bells because all residents are within easy hearing range of staff at all times. Meals and activities are tailored to individual residents' preferences, with family input. Although ownership of the facility changed this year, staff report that 50-60% direct care staff have not changed. Neither have policies and practices regarding individualization of resident care.	No	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. No areas of concern.

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.