

## 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"/> <b>Adult Care Home</b> <input type="checkbox"/> Combination Home <b>6 beds</b>	Facility Name/Address: Livewell on 11476 Club Drive 11476 Club Drive Chapel Hill NC 27517   Governor's Club
Visit Date: 9/19/2024	Time spent in facility: 20 minutes	Arrival time: 1:00 pm
Name of person exit interview was held with: Interview was held: Shyla Hunter-Johnson   X in Person <input type="checkbox"/> Phone <input type="checkbox"/> Admin.   X SIC (Supervisor in Charge) <input type="checkbox"/> Other Staff Rep.   (Name & Title) Shyla Hunter-Johnson , House Manager		
Committee Members Present: Anita Tesh, Patti Liegl, Billy Cummings (CAC trainee)		Report Completed by: Anita Tesh
Number of Residents who received personal visits from committee members: 6 residents		
Resident Rights Information is clearly visible: x Yes <input type="checkbox"/> No		Ombudsman Contact Info is correct and clearly posted: x 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	Residents were well-groomed and neatly dressed. No odors noted. We arrived at the end of lunch, and residents' clothes and faces were free of food stains.
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>	NA	Most of the residents were unable to answer direct questions. We observed care being given, and the grooming of residents attests to the assistance they receive.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	Residents were observed receiving respectful and patient care and encouragement to eat, drink, and move about.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were primarily interacting with staff at this time. They appeared calm and comfortable with the staff, and the assistance being given them.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	The residents in this house have difficulty communicating. We observed staff responding caringly and patiently to individual residents' needs, communication styles & preferences.
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?	See note	Residents were unable to answer this question directly, but they appeared calm, content, and familiar with the routine.
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 type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	No	The facility was in good repair, and quiet. None of the residents smoke.
13. Were residents able to reach their call bells with ease?	See note	This is a small house, with bedrooms off the central living room. Call bells are not used. During our visit residents were continually within line of sight of staff.
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	See note N/A	Staff were observed to be very attentive to residents. During our visit there were 3 direct-care staff attending to the 6 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?	N/A	

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 this visit	Previous visits found that purchases are made for residents and added to bills or POAs arrange 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 prepared for residents based upon their diets & preferences.
18. Do residents have privacy in making and receiving phone calls?	Yes	They have the privacy of their bedroom suites.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	NA	Not addressed on this visit.
20. Does the facility have a Resident's Council? Family Council?	No See note	No specific family council, but family members are very involved and visit often.

Areas of Concern	Yes/No/NA	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>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. The facility does not use call bells because all residents are within easy hearing range of staff at all times, and staff round regularly. Meals and activities are tailored to individual residents' preferences, with family input. (The Livewell at 11472 Club Drive is very close by. Both homes have a similar layout and staffing but are separately licensed.)</p> <p>During our visit we also spoke with Nicole Combs, RN, who is the RN Supervisor for the Livewells. She explained that she oversees the House Managers in the new reporting/supervision structure for the Livewells.</p>	No	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit.</p> <p>No areas of concern</p>

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