

### Community Advisory Committee Quarterly/Annual Visitation Report

County: Chatham	Facility Type: <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Nursing Home <b>90 bed SNF</b> <input type="checkbox"/> Adult Care Home <input type="checkbox"/> Combination Home	Facility Name/Address: Carolina Meadows: The Pines 100 Whippoorwill Lane Chapel Hill NC 27517
Visit Date: 10/11/24	Time spent in facility: 77 mins	Arrival time: 11:24 AM
Name of person exit interview was held with: Interview was held: <span style="float: right;"><input checked="" type="checkbox"/> in Person <input type="checkbox"/> Phone</span>		
<input type="checkbox"/> Admin. <input checked="" type="checkbox"/> SIC (Supervisor in Charge). Other Staff Rep. <span style="float: right;">Tara Moser Hendrickson Asst. Director of Nursing</span>		
Committee Members Present: Kevyn Immerman, Patti Liegl & Billy Cummings (in training)		Report Completed by: Patti Liegl
Number of Residents who received personal visits from committee members: 4 residents, 1 employee		
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 <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	The residents observed 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	The personal care observed was very respectful.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	Residents needing assistance were being encouraged during lunchtime.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were observed interacting with each other and staff.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	This was observed particularly with those residents who needed assistance with feeding.
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	One resident said she is pleased with the care and therapies she is receiving at The Pines.
9. Did you notice unpleasant odors in commonly used areas?	No	The facility was clean and odor free.
10. Did you see items that could cause harm or be hazardous?	No	The hallways were clear and no safety hazards were noted.
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	This is a non-smoking facility.
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?	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	Activity calendars (large print and colorful) were posted throughout the facility. A daily activity calendar was also posted in the common area.
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 NA	Purchases are made by the residents as needed. If assistance is needed and the families are unable to help with shopping, the Activities Coordinator, DON or ADON will assist.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes Yes	Most residents choose their meal items on a weekly schedule. If needed, the residents' family may choose the meals for them.
18. Do residents have privacy in making and receiving phone calls?	Yes	Phones are in residents' rooms.
19. Is there evidence of community involvement from other civic, volunteer, or religious groups?	Yes	All Activity Calendars for the Carolina Meadows Campus are on display. The Meadowlark, a monthly publication, was also available for all.
20. Does the facility have a Resident's Council? Family Council?	Yes Yes	Residents' Council meets quarterly. Family Council is the CARE Plan meeting which also meets quarterly. Teleconference is offered for the family if they are unable to meet in person.
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>To follow up from the July 2024 CAC visit, one family member noted she installed a camera in her family member's room even though she believed cameras were not allowed in residents' rooms in the state of North Carolina. After discussion with Autumn Cox, Ombudsman, cameras are allowed in private rooms in NC as long as there is "camera in use" signage. The resident was asleep 10/11/24 so CAC did not enter the room. No signage was observed at the door.</p> <p>There were no issues to review at a later time. The Pines is currently a Red Zone with mandated masking and a health screening at the main entrance.</p> <p>Staff was very helpful and welcoming. CAC was pleased to see the inclusion of The Pines on the Carolina Meadows Campus.</p>	<p>No</p>	<p>Discuss items from "Areas of Concern" Section.</p>
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