

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 90 bed Adult Assisted Living with Memory Care Unit	Facility Name/Address: Cambridge Hills 140 Brookstone Ln. Pittsboro, NC 27312
Visit Date: 10/17/2024	Time spent in facility: 95 minutes	Arrival time: 2:00 pm
Name of person exit interview was held with: Interview was held: X in Person on the Phone Admin. SIC (Supervisor in Charge) Other Staff Rep. (Name & Title) Mike Walters, Executive Director		
Committee Members Present: Anita Tesh, Sigi Markworth and Billy Cummings (member in training)		Report Completed by: Sigi Markworth
Number of Residents who received personal visits from committee members: 10 residents, 2 visitors		
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 Assisted Living		Staffing information clearly posted: <input type="checkbox"/> Yes <input type="checkbox"/> No X N/A

Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	Yes	All residents appeared neatly groomed, clean, & happy.
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	Not observed directly at the time of visit, but based on appearance, residents seemed well taken care of.
3. Did you see or hear residents being encouraged to participate in their care by staff members?	NA	CAC members visited mid-afternoon when residents were either napping or gathering in groups to socialize in front of the Nurses Station, so we did not observe direct care.
4. Were residents interacting with staff, other residents & visitors?	Yes	Residents were seen interacting with each other, staff, and visitors. The staff we observed at the main nursing station and memory care seemed very familiar with residents knowing them by name and knowing their preferences. A CAC member noticed that a resident wanted his door closed. Staff at the nurses station were familiar with the resident and knew he prefers his door closed which a family member had left open when visiting earlier.
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	CAC members, after entering the memory care unit, noticed a resident in distress and crying. We notified a CNA and she was very familiar with the resident, addressed her by name and let us know that the resident routinely gets distressed at this time of day and that her favorite snack calms her. By the time we left the memory care unit, the resident seemed much happier and thanked the CAC members.
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 felt the facility and care provides a nice environment. One newer resident expressed "I cried when I was told I had to move to assisted living, but I love it here".
9. Did you notice unpleasant odors in commonly used areas?	No	The facility was clean, orderly & odor-free.
10. Did you see items that could cause harm or be hazardous?	No	No safety issues were observed.
11. Did residents feel their living areas were too noisy?	No	No one mentioned noise being an issue.
12. Does the facility accommodate smokers? Where? <input type="checkbox"/> Outside only <input type="checkbox"/> Inside only <input type="checkbox"/> Both Inside/Outside	No	Non- smoking policy which includes staff.
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?	N/A	No call bells were observed at the time of visit but when asked residents, they had no complaints with promptness.
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	A large-print Activity Calendar across the Nurses Station where residents frequently gather showed a variety of activities, including community activities.
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 Yes	Residents' funds are managed by the ED. Residents are also allowed to keep cash in their rooms. One resident told a CAC member that she keeps a credit card instead of cash because it is "easier for her and her family to keep up with" and that she enjoys the facility-organized trips to Walmart to shop.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	NA Yes	Residents have meal/snack choices and a choice of where they like to dine. All residents, except for one gentleman who has sensitivity to spicy food, were very happy with the food choices and quality.
18. Do residents have privacy in making and receiving phone calls?	Yes	Residents are in private or semi-private rooms with phones. Staff knock before entering rooms.
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	The Activity calendar shows community engagement (bible study, singing groups, etc.).
20. Does the facility have a Resident's Council?	Yes	
21. Family Council?	Yes	
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? None observed at today's visit. Note: At last visit, July 27, 2024, it was noted that the Ombudsman's last name was incorrect in Memory Care Unit. This has been corrected.	None	The Exit Interview was conducted with Mr. Mike Walters, Executive Director. There were no issues at the time of the visit. Positive feedback from the residents we visited re. staff, food, and environment/atmosphere were shared.

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.