

Community Advisory Committee Quarterly/Annual Visitation Report

County: Wake	Facility Type: XX Assisted Living ☐ Family Care Home ☐ Nursing Home Adult Care Home	Facility Name/Address: Covington 4510 Duraleigh Raleigh, NC 27612
Visit Date: 12 / 5 / 2022	Time spent in facility: 1 hr 30 min	Arrival time: 12:00 pm
Name of person exit interview was held with Executive Director Admin. ☐ SIC (Supervisor in Charge) ☐ Other Staff Rep.		Interview was held: X in Person ☐ Phone
Committee Members Present: Two Volunteers		Report Completed by: Volunteer
Number of Residents who received personal visits from committee members: 9		
Resident Rights Information is clearly visible: X Yes ☐ No		Ombudsman Contact Info is correct and clearly posted: X Yes ☐ No
The most recent survey was readily accessible: ☐ Yes ☐ No (Required for Nursing Homes Only)		Staffing information clearly posted: ☐ Yes X No

Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	Yes	5. One resident has hearing loss and the meal attendant relied on the resident's table partner to communicate that the resident desired a ham sandwich and mustard.
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	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	N/A	
4. Were residents interacting with staff, other residents & visitors?	Yes	
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?		
Resident Living Accommodations	Yes/No/NA	Comments/Other Observations
8. Did residents describe their living environment as homelike?	Yes	2 residents were interviewed in a common reading room which contained 100s of books on multiple subjects. The resident indicated the books were enjoyable.
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? ☐ Outside only ☐ Inside only ☐ Both Inside/Outside	No	
13. Were residents able to reach their call bells with ease?	N/A	
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	N/A	
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	17 No menus were noted for public or private viewing. During the lunch hour, CAC visited with 3 residents. Two said that could not eat the food and asked for a sandwich. The sandwich was delivered in a pleasant manner by the meal attendant. The third resident said he liked all of the meals.. 19. Church groups visited the resident before COVID. Now the activity director position is vacant and the religious sessions have not started again.
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?	No No	
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	No N/A	
18. Do residents have privacy in making and receiving phone calls?	N/A	

19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	
20. Does the facility have a Resident's Council? 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? The ED expressed concern that one elderly resident was not getting good support from a relative. The ED stated that staff have to purchase incidentals for the resident with their own funds. CAC volunteer informed ED that this situation should be reported to the county DSS adult protection unit. This situation was also reported to the Ombudsman. Who agreed to contact the ED.	Yes	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit

This Document is **PUBLIC RECORD**. Do not identify any Resident(s) by name or inference on this form.