

Community Advisory Committee Quarterly/Annual Visitation Report

County: Wake	Facility Type: Assisted Living ☐ Family Care Home ☐ Nursing Home ☒ Adult Care Home	Facility Name/Address: Calyx Living of Fuquay 1121 East Academy St Fuquay Varina, NC 27526
Visit Date: 03 / 19 / 24	Time spent in facility: 1 hr min 20	Arrival time: 2:10 ☐ am ☒ pm
Name of person exit interview was held with: Executive Director ☐ Admin. ☐ SIC (Supervisor in Charge) ☐ Other Staff Rep		Interview was held: ☒ in Person ☐ Phone
Committee Members Present: Two Volunteers		Report Completed by: Volunteer
Number of Residents who received personal visits from committee members: 4		
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 <i>(Required for Nursing Homes Only)</i>		Staffing information clearly posted: ☐ Yes ☒ No

Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	yes	
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?	na	
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	14. According to more than one resident, call bells are not answered during late night. On some occasions residents have had to go and find an attendant for assistance.
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?	yes	
14. Did staff answer call bells in a timely & courteous manner? If no, did you share this with the administrative staff?	no	
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?	no	15 Many activities are planned, however, residents do not get to choose the activities of their choice.
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 no	16 No personal funds are managed by the residence director. All funds used by residence are managed by the resident themselves.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	no no	17 Residents can select an optional food choice at the dinner table. There is no posted menu. If ill residents may dine in their rooms.
18. Do residents have privacy in making and receiving phone calls?	Yes	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	n/a	

20. Does the facility have a Resident's Council? Family Council?	Yes n/a	
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? Residence policies and procedures are only available on line. A resident expressed that it was difficult to follow rules if the rules had not be shared. One resident expressed that it was has right to leave the residence whenever he made the decision to leave for a walk, go to the grocery store, etc. CAC explained that letting managers know his whereabouts was important for his safety and the safety of the residence. The resident appeared not to accept this rational. Some residents have been uncomfortable with the way other residents treat aides and assistants in relation to respect, name calling, etc.	yes	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit The director was advised that a policy and procedure handbook was cited as a worrisome issue for one resident. The director indicated that the information was available online and family members could access it at any time. The CAC recommended that a means for getting the information directly to residents might be helpful for some. Residents reported that medications were not given at times prescribed by their medical provider. This issue was discussed with the director. The night time call bell issue was discussed and the director indicated that this had not been brought to her attention. The director advised CAC that the issue of hatefulness toward aides and attendants has been addressed.

This Document is **PUBLIC RECORD**. Do not identify any Resident(s) by name or inference on this form. (1/21/2020)