

Community Advisory Committee Quarterly/Annual Visitation Report

County: Wake	Facility Type: ☐ Family Care Home ☐ Nursing Home ☒ Adult Care Home	Facility Name/Address: Cadence Wake Forest, 3218 Heritage Trade Drive, Wake Forest NC 27587
Visit Date: 8/17/2022	Time spent in facility: hr 50 min	Arrival time: 10:30 ☒ am ☐ pm
Name of person exit interview was held with: Resident Care Director Admin. ☐ SIC (Supervisor in Charge) Other Staff Rep:		Interview was held: ☒ in Person ☐ Phone
Committee Members Present:		Report Completed by: Volunteer
Number of Residents who received personal visits from committee members: at least 10		
Resident Rights Information is clearly visible: ☒ Yes ☐ No		Ombudsman Contact Info is correct and clearly posted: ☒ Yes ☐ No
The most recent survey was readily accessible: ☐ Yes ☐ No (Required for Nursing Homes Only)		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	We visited several residents in memory care but did not ask them about personal care services. They all appeared clean, well groomed, and appropriately dressed.
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	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	Yes	
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	We observed resident rooms that were clean and decorated with personal items. One resident in an assisted living hall told me she was proud of her own furniture in her room.
9. Did you notice unpleasant odors in commonly used areas?	No	The medication carts were checked were all locked. No resident we met complained about noise. I did not ask about smoking policies. I did not observe any residents smoking. I did not observe call bells being used.
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	NA	
13. Were residents able to reach their call bells with ease?	NA	
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	I did not ask any resident about use of monthly needs funds. We observed that choices were listed on menus and residents told us that they had choices of meals.
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?	NA	
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes	
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?	Yes	
20. Does the facility have a Resident's Council? Family Council?	NA	
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? In addition to our interaction with the resident care manager, we had informal conversations during our visit with the executive director, the manager of the memory care wing, and the memory care activities director. All of these staff leaders were actively engaged in resident care at the time of our visit. The executive director was not available for the exit interview due to other job responsibilities.	No	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit
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