

Community Advisory Committee Quarterly/Annual Visitation Report		
County: Wake	Facility Type: ☐ Family Care Home ☐ Nursing Home ☒ Adult Care Home	Facility Name/Address: Coventry House of Zebulon, 1205 West Gannon St., Zebulon
Visit Date: 12/18/2023	Time spent in facility: hr 50 min	Arrival time: 1:00 ☐ am ☒ pm
Name of person exit interview was held with: ☒ 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: 7		
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	
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?	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	Some residents did state that they sometimes wait as long as 45 minutes for the call bell to be answered.
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	Yes	
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 Yes	
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	We did not see a calendar of activities posted in the common area. The director did show us a calendar of events planned for January 2024. A resident told us that the former activities director has been assigned to another job.
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	Hours for accessing accounts are posted on the door of the business office.
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes	Residents state that they have limited choices at meals but that an alternative to the menu is always offered.
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	Residents and staff told us that volunteers regularly offer a church service and bingo. A volunteer (resident's family member) comes often to lead activities.
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? Resident activities, time to answer call bells		Discuss items from "Areas of Concern" Section as well as any changes observed during the visit The executive director told us that she and other administrative staff conduct activities with residents. In December, activities included making holiday decorations. The facility is providing puzzles and coloring materials. The director stated that staff may have been providing showers at the time that residents waited for responses to their call bell.

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