

Community Advisory Committee Quarterly/Annual Visitation Report

County: Wake	Facility Type: Family Care Home Nursing Home Adult Care Home X	Facility Name/Address: Phoenix Assisted Care LLC 201 Westhigh Street Cary, NC 27513
Visit Date: 06/19/23	Time spent in facility: hr 60 min	Arrival time: 10:30 am
Name of person exit interview was held with: Compliance Director Admin SIC (Supervisor in Charge) Other Staff Rep.		Interview was held: in Person
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: Yes x No		Ombudsman Contact Info is correct and clearly posted: Yes x No
The most recent survey was readily accessible: Yes No (Required for Nursing Homes Only) n/a		Staffing information clearly posted: Yes No x
Resident Profile	Yes/No/NA	Comments/Other Observations
1. Do the residents appear neat, clean and odor free?	yes	Observed staff interactions—they seemed very responsive and caring.
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?	n/a	
Resident Living Accommodations	Yes/No/NA	Comments/Other Observations
8. Did residents describe their living environment as homelike?	yes	Designated outside smoking areas
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	
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 observed activities going on, but the activities director was out. Not much choice or variety in 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	

17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	yes	Limited choice and had to be expressed before 11:00 or you had to eat what they served. Short staffed in kitchen help. Residents reported because kitchen staff had not showed up that morning, the only choice was cold cereal. It was not the first time that happened.
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?	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? Common complaints about not enough staff to meet resident needs.		Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Staffing & meals.

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