

Community Advisory Committee Quarterly/Annual Visitation Report		
County: Wake	Facility Type: ☐ Family Care Home ☐ Nursing Home ☒ Adult Care Home	Facility Name/Address: Spring Arbor of Cary, 1705 Kildaire Farm Rd., Cary
Visit Date: 6/8/2023	Time spent in facility: hr 45 min	Arrival time: 10:00 ☒ am ☐ pm
Name of person exit interview was held with: Resident Care Coordinator ☐ 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	Two residents stated that there are sometimes delays on weekends.
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?	Yes	Yes, we met an activities volunteer during our visit. A pianist was performing for residents of Memory Care.
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 NA	
17. Are residents asked their preferences about meal/snack choices? Are they given a choice about where they prefer to dine?	Yes 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?		
20. Does the facility have a Resident's Council? Family Council?	Yes No	
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? One resident stated that staff members sometimes argue loudly with each other. This resident stated that these incidents "hurt my spirit."	Yes	Discuss items from "Areas of Concern" Section as well as any changes observed during the visit The RCC stated that she was aware of resident concerns about staff behavior and weekend staffing. She said that she is working to address them. She has been with the community for five weeks only. She voiced strong commitment to quality of care.
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This Document is **PUBLIC RECORD**. Do not identify any Resident(s) by name or inference on this form. (1/21/2020)