

**REQUEST FOR BOARD ACTION
HENDERSON COUNTY
BOARD OF COMMISSIONERS**

MEETING DATE: OCTOBER 19, 2005

SUBJECT: NURSING/ADULT CARE HOME COMMUNITY
ADVISORY COMMITTEE – ANNUAL REPORT

ATTACHMENTS: Yes

SUMMARY OF REQUEST:

Attached is the Annual Report from the Nursing/Adult Care Home Community Advisory Committee.

COUNTY MANAGER RECOMMENDATION/BOARD ACTION REQUESTED:

No action is required on this item.

COMMUNITY ADVISORY COMMITTEE

NURSING/ ADULT CARE HOMES OF HENDERSON COUNTY.

100 N.KING ST., HENDERSONVILLE,NC. SEPTEMBER 2004

To: Board of Commissioners,
Henderson County, N.C.

ANNUAL REPORT FOR YEAR- ENDING MAY 2005.

1. As of this report we visited all Nursing / Adult Care Homes Quarterly for a total of

10 Nursing Homes = 50 visited 2975 hours, volunteers involved in visits total 196

29 Adult Care Homes =230 visited, 4139 hours, volunteers involved in visits total 107
Total Miles =8933

These are the official numbers. Some of us make other visits that are not counted, to Listen to some Residents who just want to talk to someone.

We lost many of our Volunteers this past year due to illness, and work hours.

Our numbers are up now & all is going well. Thank you all.

2. We educated the Residents on their Rights by listening to them. Looking into their problems when they have them , telling them who they can see , or talk to, or give them answers to their questions when we can. Just listening, and letting them talk most times helps, even when they call on the phone. This year we got many call on the phone from Assisted Living / Family Care Homes.
3. We get involved as we go round and check Homes out for problems that we see, and ask Residents questions. We take any problems & concerns to DON & Administrator e.g. bathrooms not clean, Halls to much furniture.
We also do a write-up on each visit, and one set is on file at the "Council on Ageing" for the public to read. I have been told the public do come in & read them. They have a beautiful new building now. It is a little far away from down Town, but it is not a bad drive. We call our Ombudsman as often, as we need for help or we call DSS.
We lost " Lane Wing" this year it was moved to Pardee Care Center, and " Spring Arbor West" opened.
4. a) Some problems are easy some are harder e.g Family and friends reporting Resident not kept clean, and tidy, or not active. We found out they came to visit right after Lunch. Resident refused Staff help. Residents are very frustrated with their illnesses or accepting of their illness, and do not want help : even though they need the help badly. We talk to Friends and asked them to come and help with Lunch, & what a change after a short time, we talked to the Family, and everything seems to work out, some Residents showed improvement.
b) Some do not know they can ask for the alternate menu : if they do not like what is on main menu for the day.

5. We were involved in few grievance resolutions similar to the one in #4, and we were able to take care of them, with the help of the Ombudsman. This year we had problems in the Adult Care Homes, more than usually, but we can take care of them it might take a little longer, but we get it taken care off.
6. Strengths and weaknesses: Nursing Homes are doing better with staffing, and the turnover rate is not as bad, as it was, except for R.N, but it slips back again. Universal Health Care had some problems last year, but all is going well this year. We lost a few Administrators and DONs, this year, but all have been replaced. Blue Ridge College is still having many classes for CNA getting more students, because of jobs in the area, and the economic effect in this area. Adult Care Homes: some are very old and are hard to keep up and clean. Some Owners/ Administrators do not seem to want to put much money into the old Homes. Only when they have to, but they are painting and brightening them up this year. They are all more Resident friendly then they were. Activities in all Homes are doing many different things, to keep the Residents active, and trips out of the home help. They all enjoy them.

Sincerely,


Nuala C. Fay Chairperson.