

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

MEETING DATE:

SEPTEMBER 20, 2006

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.

ANNUAL REPORT
FOR
ADULT CARE AND NURSING HOME COMMUNITY ADVISORY COMMITTEE

COUNTY: HENDERSON

REPORTING: YEAR 2005--2006

COMMITTEE: C.A.C.

CHAIRPERSON : NUALA C. FAY

1. Were all the homes on the county served by the committee? No
If not, why? 2-- that we know of have a different kind of License.
2. Describe educational effects by the committee: We talk to Residents and educate them on problems they have, or may have. We listen to them all. Some problems may be small, but small ones can get bigger. Some do not like to say anything in case they get in trouble. We tell them we are an extra pair of eyes for them; and staff. Many like to talk to us.
3. Describe community involvement by the committee: We visit all Nursing Homes 4 times a year. We also visit all the Assisted Living Homes and all oftener if necessary. We get involved by sitting, and talking to them. We do much listening this is what they like. Some places we go they are excited when we come and talk to us about everything they can think of.
4. Describe problems encountered by the committee. Problem 1--- money problems of ; Resident thought she should have gotten more, but when it was explained to her all was fine.

Problem 2 --- lady in Assisted Living was moved from 2- bed to a 1 bed room after many months on her own. To many thing e .g cloths, books, things) no room to put things, did not wish to let staff help organize. We talked to her also D,S.S talked to her, and explained storage. She did not want to move to another Facility. So with help things were taken care of .It took time and she settled down.
5. Was the committee involved in grievance resolution during the year?
A Prime responsibility of the Community Advisory Committee is the Identification and Resolution of individual questions, concerns and complaints of Residents, Family members and Staff at the early in-house level. Over 90% of these issues get resolved diplomatically and appropriately in the Facility. Those issues requiring further Adjudication are forwarded to the Regional Ombudsman. Our Objective : to develop and maintain a trusting, mutually Beneficial Relationship with these Facilities in the cause of quality Resident Care.
6. Summarize the strengths and weaknesses of the Facilities in the county:
Strengths: we see a general improvement in our Nursing Home Facilities:
 1. Attracting and retaining qualified staff (e.g CNA, LPN, NURSES) which has resulted in reducing costly & inefficient turnover rates. Of course, more needs to be done.
 2. improved more sophisticated management of the diverse medical -business

& operational functions , resulting in improved resident care.

3. Implementing /providing advanced new technologies such as" computerized Care tracking systems" resulting in more effective , fewer errors.-- staff care.

4. Introduction of improved operational programs such as Geriatric Specialty, Teams, special Alzheimers Care Training, In-house Hospice Care programs.

Weaknesses: changes in Top Management -- they change ways things are done to fast -- so loose some good staff and start the cycle again. It makes a difference in how Resident care is done, but some good comes from it, from time to time It takes time and Residents notice it and complain to us we tell DON,& Administer.

7. Other Comments: Over all it was a good year. Many problems taken care of. Turnover of Volunteers to CAC not to high.

8. As of this report we visited all Nursing Home/ Adult Care Homes Quarterly for a total of 9 Nursing Homes = 40 visits, and 31 Adult Care Homes = 120 visits.

Total of Volunteer visits =493.Total of Hours Volunteered 480.

Total of Volunteer Miles =6817.

Prepared by :Nuala C. Fay

Date prepared: September 7,2006