

**ANNUAL REPORT**  
of the  
**MECKLENBURG COUNTY**  
**NURSING HOME COMMUNITY ADVISORY COMMITTEE**  
&  
**ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE**  
**REPORTING YEAR 2017**

**MECKLENBURG COUNTY FACILITIES AND CAC MEMBERSHIP**

<b>FACILITY TYPE</b>	<b>HOMES</b>	<b>BEDS</b>	<b>COMMITTEE MEMBERS ALOTTED</b>	<b>ACTUAL MEMBERS</b>
Nursing Home	30	3644	35	12
Adult Care Home	38	3003	40	
Family Care Home	20	109		

**We wish to thank the Commissioners for their effort to fill the vacancies and the prompt attention and support of the Clerk to the Commissioners and Clerk to the Board.**

**2017 COMMITTEE Activities & Accomplishments –**

- Advocated for long-term care residents in adult care home and nursing facilities. All committee members wear a provided badge for visits. Approximately 25% of the facilities were visited as mandated for the Adult Care Homes and about 75% of the Nursing homes were visited as well. All homes including those not visited by the committee were also visited by the Regional Ombudsman at least quarterly.
- Worked with facility staff, families, and residents toward resolution of grievances and concerns. Committee members spoke with staff after visits were completed and brought up observations and general concerns residents had during their visit. The committee then documented grievances on the visitation report. Members follow up with the grievance at their next visit to see if it is resolved and they may approach the regional long-term care ombudsman for assistance.
- Hosted activities or provided “friendly visits” to facilities or participated in activities planned by the facility. For example, one member does visits on the weekend to a facility near her home and does Bible study or calls bingo. This strengthens relationships between the residents, staff and committee members.

- 75 % of committee members received quarterly training and technical assistance from the regional long-term care ombudsman and 100 % were offered additional trainings through Centralina Area Agency on Aging and were invited to workshops, in-services and a Holiday Volunteer Celebration in December.
- All committee members provide information about long term care placement options for individuals learning how to select the best option for themselves or their loved ones.
- This year we provided each facility with a packet of Residents Rights information to the activity directors which outlined what options they had to do special programs in their buildings and invite us to come and attend or do a program.
- In the summer of 2017, the North Carolina Ombudsman program made changes to state statute which included procedural changes to the Community Advisory Committee.

### **COMMITTEE GOALS FOR 2017**

1. Visit the long-term care communities as required and observe and report trends.
2. Increase the number of active volunteers through outreach efforts.
3. Do more Friendly Visits per quarter.
4. Attend required Quarterly Training meetings. (75% required)
5. Attend the yearly trainings as available.
6. Strengthen the Adult care and Nursing Home committees with new, active members.

### **Committee Challenges and Requests for Assistance from the County Commissioners**

- **Committee Support-** We are grateful for the support the County Clerk and County Commissioners and we would like to request more of it related to the appointment of new members.
- **Attracting New Volunteers for the Committees-** We need recruitment of new committed volunteers. The adult care home and the nursing home committees despite our efforts, lack enough volunteers to create a consistent presence in the facilities. Our team has had challenges related to a gap in position and this coming year should provide more consistent stability for the volunteers.
- **New Government Administrations and New Nursing Home Rules-** With the change in federal and state administration and the new rules governing nursing homes, members will be vigilant for concerns in facilities they see and will stay abreast of any new policy changes.

- **New Growth for Long Term Care Facilities-** There is continued growth in our county with new adult care homes currently in construction, and possible new Continuing Care Retirement Communities planned. This will mean more residents to be visited and rights to be protected. Just on another note- there are many new independent livings that have been built in town which also offer another housing option for seniors and older or disabled adults, but we are still in need of **affordable** housing options.
- We are happy to present or answer any questions for the county commissioners or anything related to long term care or this report.

THIS REPORT COMPLETED ON BEHALF AND WITH THE INPUT OF THE MEMBERS OF THE NURSING HOME AND ADULT CARE HOME COMMUNITY ADVISORY COMMITTEES. THE REGIONAL OMBUDSMAN WILL DISTRIBUTE THIS REPORT TO THE COUNTY COMMISSIONERS, THE COUNTY DEPARTMENT OF SOCIAL SERVICES, AND THE NC DIVISION OF AGING AND ADULT SERVICES.

Hillary Kaylor & Lindsay Tice, Regional Ombudsman

*Hillary Kaylor Lindsay K. Tice*

1/29/2018

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Date Prepared

For questions or comments about this report, contact:

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Centralina Council of Governments

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