

ANNUAL REPORT
of the
MECKLENBURG COUNTY
NURSING HOME COMMUNITY ADVISORY COMMITTEE
&
ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE
REPORTING YEAR 2018

MECKLENBURG COUNTY FACILITIES AND CAC MEMBERSHIP

FACILITY TYPE	HOMES	BEDS	COMMITTEE MEMBERS ALOTTED	ACTUAL MEMBERS
Nursing Home	30	3644	32	13
Adult Care Home	38	3003	40	5
Family Care Home	24	138		

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.

2018 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 50% of the facilities were visited as mandated for the Adult Care Homes and about 80% 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 that outlined what options they had to do special programs in their buildings and invite us to come and attend or do a program.
- One Adult Care Home facility, Regency at Pineville, experienced a Revocation of License in December 2018 as a result of continued poor performance in state surveys conducted by NC DHSR. The Maxwell Group, a company headquartered in Mecklenburg county, took over the license officially December 7, 2018. Most residents found alternative placement during the notice from NC DHSR and those remaining were moved to different facilities. The new company is extensively renovating the existing facility.

COMMITTEE GOALS FOR 2019

1. **Visit the long-term care communities as required and observe and report trends.**
2. **Do more Friendly Visits per quarter.**
3. **Attend required Quarterly Training meetings. (75% required)**
4. **Strengthen the Adult care and Nursing Home committees with new, committed, and 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. These committees require dedicated volunteers who can provide significant volunteer time.

- **New Government Administrations and New Nursing Home Rules-** With changes 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 a new Adult Care Home currently in construction in Huntersville, and possibly two new Continuing Care Retirement Communities planned. This will mean more residents to be visited and rights to be protected. It is also important to note that there are many new independent livings constructed in town which also offers housing option for seniors and older or disabled adults, but we are still in need of **affordable** housing options.
- **Affordable Housing-** As mentioned in the previous paragraph, affordable senior housing continues to be a challenge, not just for independent seniors, but also for Adult Care Homes (Assisted Living Facilities). Very few of these facilities accept State/County Special Assistance and more and more seniors are falling into the gap of qualifying for that program and being able to afford private pay rates. These rates can be anywhere from \$2,800 to \$11,000 monthly.
- 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

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Date Prepared

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