

**ANNUAL REPORT
FOR
ADULT CARE AND NURSING HOME COMMUNITY ADVISORY COMMITTEES**

COUNTY: **Buncombe** REPORTING YEAR: **2008/2009**

COMMITTEE: **NHCAC** Co-CHAIRPERSONS: **Mary Fraser, Judy McDonough, Bob DuBrul, Sonya Fredrick**

1. Were all homes in the county served by the committee? **YES**

2. Describe educational efforts by the committee. _____

Members of the team participated in NHCAC Quarterly Meetings which always include a presentation of an educational nature or topics relevant to long term care. This past year we've focused on "resident activities" during our visits. We asked the Activity Directors of our facilities speak to us about their activity program and we participated in Q&A involving that subject. They explained their programs, their process for involvement of the residents, and suggestions for how the NHCAC team can help in quality improvement and resident involvement. The CAC has begun researching Resident Councils in hopes of compiling a list of best practices to share with facility staff. We will have the results of this effort in 2010._____

3. Describe community involvement by the committee. **The committee awarded a scholarship to Brittany Hensley of Weaverville, a high school senior who intends to pursue a career in health care. Committee members attended conferences on Alzheimer's Disease and other public events in support resident rights & issues.**_____

4. Describe problems encountered by committee. **For the past year our team has been understaffed which has made it challenging to visit every home quarterly. Recently membership has increased with the addition of new members who have backgrounds that are supportive of our team efforts.**_____

5. Was the committee involved in grievance resolution during the year? **Yes**_____

If so, identify what type of facility was involved and the nature of the problem.

A new resident in the rehab section of a Combination Home (Skilled Nursing and Assisted Living) did not feel that she had received the appropriate introduction to the facility and was not receiving the medications and diet the doctor prescribed. The appropriate resident release form was completed prior to discussions with the facility management._____

6. Summarize the strengths and weaknesses of the facilities in the county._____

The residents of our regional facilities generally dislike the food that is provided. Meals are so central to resident interaction and socialization that there really should be a system wide resolution to this issue. While we understand that it is difficult to satisfy the preferences of all the residents, and that physical changes associated with aging often make eating less enjoyable, we listen to each concern and always address the administration about quality improvement. We also observe constant issues with understaffing, turnover and absenteeism – which impact resident care. Attention to call bells is also a persistent problem. It is reported that staff do not respond to call bells in a timely manner. We recognize that overall care-giving in Buncombe County nursing homes is very good and instances of abuse and neglect are rather low. We find the administrative staff of our homes to be cooperative and appreciative of our work.

7. Other comments

__Details of our committee visits are available to the public and are located in the Aging Resource Room at Land of Sky Regional Council. These reports are public records and are invaluable to consumers when it comes time to choose a long term care facility for their loved ones.

GOAL: To fully engage our new team members. For each team member to attend at least one resident council meeting at a facility each quarter.

This report will be distributed to the County Commissioners, the County Department of Social Services, and the Division of Aging by the Regional Ombudsman.

Prepared By: **Mary Fraser and Judy McDonough** Date Prepared: **7-01-09**