

Fostering Resident Independence and Choice in Assisted Living

Long Term Care Community Coalition

www.nursinghome411.org

Presented by Richard Mollot & Eric Goldwein

- + About the Long Term Care Community Coalition?
 - ■LTCCC: Nonprofit, nonpartisan organization dedicated to improving care & quality of life for the elderly & adult disabled in long term care (LTC). Home to the Hudson Valley, NY, LTC Ombudsman Program.
 - Our focus: People who live in nursing homes & assisted living.

■What we do:

- Policy analysis and systems advocacy in NYS & nationally;
- Education of consumers and families, LTC Ombudsmen, and other stakeholders.



Today's Speakers:

Richard Mollot: Executive director of LTCCC.

Eric Goldwein: Policy Fellow with LTCCC. Eric graduated last May from the Mailman School of Public Health at Columbia University with a Master of Public Health in Sociomedical Sciences.





+ Webinar Agenda



- Quick Update on the Coronavirus
- Background on Assisted Living
- Discussion of Free Guides for Fostering Resident Choice & Independence

+ Coronavirus Update

- Important Distinctions Between Nursing Homes and Other Adult Care Facilities
 - Nursing homes have federal requirements for resident care, who can provide care, and for collecting data about resident care. Assisted living and other Adult Care Facilities (ACFs) do not.
 - ➤ Thus, all of the federal guidelines that we are hearing about relate only to nursing homes. States may be imposing their own guidelines or requirements for assisted living and other ACFs.
- The following slide has some general information and tips for dealing with the coronavirus. Please visit our dedicated webpage for further information and links to resources, including the federal Guidance for nursing homes in response to this pandemic:

https://nursinghome411.org/coronavirus/

+ Coronavirus Tips – March 17, 2020

- **Hygiene**. Follow recommended protocols and make sure that caregivers and facility staff are too. This includes
 - frequent hand washing;
 - covering when you cough or sneeze (preferably with a tissue or upper arm); avoiding touching your eyes, nose, and mouth with unwashed hands;
 - > avoiding close contact with people who are sick.
 - > Surfaces in bedrooms, common areas, and on equipment should be regularly cleaned and sanitized.
- Safety Protocols. What protocols does the facility have in place to
 - prevent and control infection and
 - ensure appropriate staffing, services, food, and medication if there is an outbreak in the facility or community? Are the protocols being implemented effectively?
- Monitoring & Oversight. If you are concerned about your resident's well-being, file a complaint with the state health department. If that does not seem sufficient, call your member of Congress (202-225-3121) and/or U.S. Senator (202-224-3121).

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Background on Assisted Living

- + What is Assisted Living?
 - What's in a name? Assisted living can be called different things in different states and by the providers themselves. In addition to assisted living, you might hear or see them referred to as adult homes, enriched housing, senior care, senior living, adult care facilities, etc....
 - What does it mean? When we talk about assisted living (no matter what name is given to it), we are referring to a place that provides residence, some or all meals, activities, and some personal care and assistance services.

+ Types of Services an Assisted Living May Provide

Activities of Daily Living (ADLs) **Instrumental ADLs Personal Hygiene Transportation** (bathing, grooming, nail care) **Meal Preparation Dressing** Housework **Transferring/Mobility Managing Medication Eating** Communication (using a phone, using email, etc...) **Continence Shopping**

- + Why is Assisted Living Attractive to Seniors?
 - As the previous slide indicated, there are a variety of activities that people might need or want help with in their daily lives.
 - Assisted living has grown in popularity over the years because it provides many of those services in a setting that is less institutional than a traditional nursing home.
 - The promise of assisted living is to enable seniors to maintain a significant degree of independence and choice in a setting that provides monitoring, safety, and the services they need.

+ Key Concerns About Assisted Living

■ Safety & Quality.

- > No federal minimum care standards.
- > No federal oversight.
- > State rules and monitoring are significantly lower for assisted living than they are for nursing homes (though many assisted living residents have similar needs and vulnerabilities to residents in nursing homes).
- Unkept Promises. Though assisted living promises care and safety in a less restrictive environment...
 - > Research indicates that, though they tend to look more like a home or hotel than a traditional nursing home, their policies and practices can be as institutional as a nursing home.
 - ➤ In the absence of strong and consistent requirements and oversight, assisted living residents have less protections in respect to charges for services, facility-initiated discharges, and changes in care staffing levels and proficiencies.

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+ Intro to the Guides

- In light of findings that, too often, the promise of assisted living was not being fulfilled in the lives of residents, LTCCC and the Coalition of Institutionalized Aged and Disabled developed four guides to help improve the quality of life of residents in assisted living, specifically in respect to their ability to maintain choice and independence.
- These four guides were developed following research and national pilot testing. They were originally released in 2005.
- Over the last several months, we have been updating and redesigning these guides so that they better reflect current issues and concerns for residents and their families.
- Three of the updated guides are being released today, along with helpful tools for current and prospective residents.

Guide for Current Residents Guide for **Prospective** Residents & **Families** Guide for Management Guide for Care Staff

Discussion of Guides for Fostering
 Resident Choice & Independence in
 Assisted Living



Who Can Use the Guidebooks?



Residents/Families



Prospective Residents



Owners/Managers



Staff





Introduction & Aims

What's In the Guides?



Information & Tips



Questionnaires, Cases/Scenarios





Current Residents: Introduction & Aims

- Independence and control are associated with health and well-being.
 - This guide helps you identify needs and wants to keep living as independently as possible.
- What do you or your loved one want from assisted living?
 - Control
 - Independence (as much as possible)
 - To stay in the residence if you want, even if becoming more dependent

+

Current Residents: Independence, Choices, & Decisions

Independence

- Control your care
- Involvement in Resident Service Plan

Choices

- Waking up, eating, bathing.
- Limited options due to staff/management (i.e. Set times for meals, baths).

Decisions

- Power to make decisions about the parts of your life that matter most to you (i.e. going on walk, drinking a beer).
- Protecting vs. helping
 - Staff & family concerns









How to Make Changes

By yourself *and* with others



Make Informed Decisions



Tell Your Family and the Staff What Matters to You



Take Part in Your Resident Service Plan



Go to the Administrator



Know Your Rights



Know How to State Your Grievances



Know How to Use an Advocate



Resident Councils





Resident Questionnaires

- Fill out by hand or electronically (computer, tablet, smartphone).
- For personal use only. (No grades!)
- Multiple choice & short answer.
- Available at <u>nursinghome411.org/assisted-living-guidebooks/</u>



DOES YOUR RESIDENCE MEET YOUR NEEDS?



CAN YOU CHOOSE WHAT YOU WANT AT YOUR RESIDENCE?



CAN YOU DECIDE FOR YOURSELF AT YOUR RESIDENCE?



CAN YOU STAY IF YOU BECOME MORE DEPENDENT?



Questionnaire: Does Your Residence Meet Your Needs?



- Sample questions
 - If you need a health or wellness program, or assisted devices like special forks or spoons to eat, are they supplied?
 - Does the staff always knock on your door before coming into your room or apartment?
 - Can you come and go as you please?
- Compare number of "Yes" responses to "No" responses.

	Yes	No	N/A
If you need it, does the staff set out the clothes you want to wear so you can dress yourself?	V		
If you need a health or wellness program, or assisted devices like special forks or spoons to eat, are they supplied?	V		
If you have problems walking, does the staff give you enough time to get to the dining room and activities? If they walk with you, do they follow your pace?		V	
If you need help moving around, has the management added bathtub grab bars or kitchen cabinets that you can reach?		V	
If you want to take walks outside, are the sidewalks flat and even, and are your favorite places nearby?		V	

Screenshot of questionnaire



Questionnaire: Can You Choose What You Want at Your Residence?



- Sample questions
 - Is it important for you to cook?
 - Can you reach the cupboards and use the faucets?
 - If you don't have your own kitchenette, can you ever prepare your own meals?

If you need help bathing, dressing, getting up, or going to sleep, is staff available to help you? If not, note specific concerns here:			
Is it important for you to cook?	V		
If you have a kitchenette, are appliances accessible?		V	
Can you reach the cupboards and use the faucets?		V	
 If you don't have your own kitchenette, can you ever prepare your own meals? 		✓	
Is it important for you to do your own laundry?			
Is there a laundry for resident use?			



Questionnaire: Can You Decide For Yourself at Your Residence?





Sample questions

- Is it important for you to do things others say are unsafe but you either consider safe or want to do anyway?
- How does the staff react if you want to do something your family feels is unsafe?
- How does the staff deal with you if you like to go for walks alone outside but have trouble walking?

•	How does the staff react if you want to do something your family feels is unsafe
•	How does the staff deal with you if you like to go for walks alone outside but ha trouble walking?
	How does the staff react if you eat foods not on your diet from time to time?



Questionnaire: Can You Stay if You Become More Dependent?

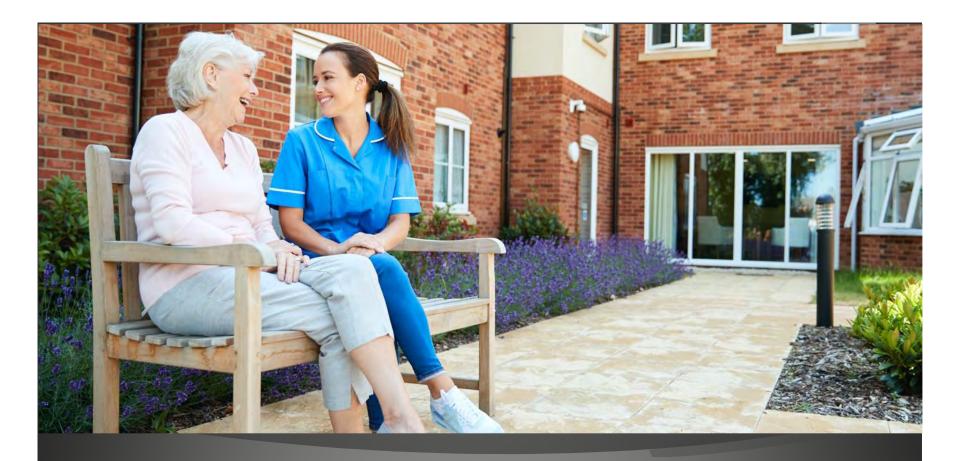




Sample questions

- If you can stay even if you become more dependent, does the residence have staff trained to care for you?
- Can you offer to pay for extra help if they lack the staff to care for you?
- Does it have programs to reduce falling and incontinence?

•	If you can stay even if you become more dependent, does the residence have staff trained to care for you?		✓	
•	Can you offer to pay for extra help if they lack the staff to care for you?		✓	
•	Does it have programs to reduce falling and incontinence?		✓	
•	What would happen if you spent all your money and had none le	ft?		
	Would the residence let you stay?			
	o If not, where would you go?			



Considering Assisted Living?

Strategies for Prospective Residents and Families.

istock.com/monkeybusinessimages



Prospective Residents: Introduction & Aims

- Promoting rights to make decisions as you or a loved one chooses an assisted living setting.
 - Exploring options
 - Choices/preferences/decisions
 - Planning ahead
- Aim: To help prospective residents choose an assisted living facility that maintains resident choice and autonomy in a home-like, non-institutional, environment.



Prospective Residents: Exploring Options

Basic Considerations

- Location
- Staff and services
- Cost

Making Visits

- Mealtimes
- Nights/weekends
- Unannounced

Asking Questions

- Staff
- Residents/families
- Use questionnaires!



Prospective Residents: Introduction & Aims

- Choices/Preferences/Decisions
 - Striking a balance
 - Ability to make your own decisions
 - What matters most?
 - Managing family/staff concerns
- Planning ahead
 - Resident Service Plan
 - Read and review
 - Facility rules, documents, inspection reports, news articles.
 - Will I need to move?





Prospective Resident Questionnaires

- Fill out by hand or electronically (computer, tablet, smartphone).
- For personal use only. (No grades!)
- Multiple choice & short answer.
- Available at <u>nursinghome411.org/assisted-</u> living-guidebooks/



INITIAL QUESTIONS FOR ADMINISTRATION & STAFF



YOUR NEEDS & PREFERENCES



WHEN MIGHT I NEED TO MOVE?



WILL THE PHYSICAL LAYOUT MEET YOUR NEEDS?



QUESTIONS AND CONSIDERATIONS BEFORE SIGNING A RESIDENCY AGREEMENT



Questionnaire: Initial Questions for Administration & Staff



Sample questions

- Is the facility licensed and, if so, what type of license does it have?
- Is there a Resident Council? A Family Council?
- How many staff are in the facility during the day, overnight, and on weekends?

Questionnaire: Initial Questions For Administration & Staff

Ask the following questions to help determine whether a residence is right for you.

- 1. Is the facility licensed and, if so, what type of license does it have?
- 2. Is there an inspection report available to review?
- 3. How stable is the residence financially? [Ask for a copy of their annual report. Search online for any media coverage of the company.]



Questionnaire: Your Needs & Preferences



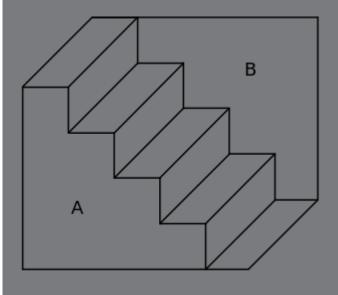
- Sample questions
 - Is there a laundry for residents' use?
 - Can I have visitors at many times of the day?
 - Can someone in the residence read to me?



Doing laundry?	Is there a laundry for residents' use? Can I do my own laundry?
Having visitors?	Can I have visitors at many times of day?
Reading?	Can someone from the residence read to me? Can someone read to me in my language if it isn't English?
	Are large-print books available? Audiobooks?



Questionnaire: Will the Physical Layout Meet Your Needs?



- Each of your visits should include a tour and should offer opportunity to ask questions. Here's what to look for on your visits.
- 12 Categories: Entrance, Individual Units, Kitchen, Bathroom, Dining Room, Common Areas, Hallways, Lighting/Layout/Physical Condition, Outside Areas, Staff, Pets, Neighborhood.
 - Sample question: Can I enter from the street without using steps?

1. Entrance

- · Does it allow easy access outdoors and to the rest of the building?
- Can I enter from the street without using steps?
- · Is there room for wheelchairs and walkers?
- Are residents engaged in socializing or participating in activities in the lobby and other public areas? Or do too many seem stuck in their rooms?

Note



Questionnaire:
Questions and
Considerations Before
Signing a Residency
Agreement



- What services are included in the basic monthly fee?
- What services cost extra?

Service	Included?	Notes
Room	Yes	Too small
Meals	Yes	Tasty!
Snacks	No	Expensive
Housekeeping	Yes	Seemed very friendly
Activities in the assisted living		
Activities in the outside community		
Personal care services		
Bathing assistance		



Questionnaire: When Might I Need to Move?



- An assisted living residence may lack the staffing or expertise to care for you if you become sicker and more disabled.
- Here are questions you could ask:
 - What trainings are required for staff?
 (e.g., elder care, dementia care, medication management).
 - Will I have to move my room or apartment if I become more dependent?
- 1. How much staff is there? What are their qualifications? Is there an RN on staff and how frequently are they at the facility?
- 2. What is the facility's policy in respect to residents with Alzheimer's Disease or other cognitive impairment (including early stage and later stages)?
- 3. What disabilities would cause me to move?
- 4. What trainings are required for staff? (e.g., elder care, dementia care, medication management). How frequently do they receive training?



Strategies for Owners & Managers

Fostering Resident Independence, Choice, and Decision-Making in Assisted Living.

+ Owners & Managers: Introduction & Aims

- Owners and managers are in perfect position to make changes that will improve resident experiences and the attractiveness of the community to prospective residents.
- Developed with stakeholders (including industry and consumer representatives) and pilot tested in four states.
 - Features "Cases" and "Scenarios"
- Aim: To help owners and managers improve the quality of life and living environments in their communities.
 - What's good for community is good for business.







Owners & Managers: Empowering Environment

Choice/Control

- Regulating temperature, when to wake up, going out, etc.
- How can staff give residents more choice?
- Are there rules that can be modified? (visiting hours, pets).

Staff

- Is there enough staff?
- Are residents who need help with activities of daily living receiving their desired care?
- Is there a way to change staff schedules to permit more resident-directed care?
- Does my staff know why it is important for residents to be as independent as possible? Do they know best practices to encourage independence?)

Environment fostering independence/participation

- Resident Council
- Consider physical layout
- Consider language barriers
- Risk assessment and fostering positive outcomes.



Owners & Managers: Cases



Disapproving Daughter: One resident had a boyfriend. Her daughter did not like it and asked the residence to separate the couple. The administrator explained to the daughter that the residents are competent adults and have the right to do what they want.



Fresh Air: A resident with Alzheimer's wanted to go outside during a snowstorm. Staff asked her to wait but she refused. Staff then figured out how to let her go outside safely, asking her to put on winter clothes and then taking her to a wrap-around porch. The resident stood there, saw the snow, and got her fresh air. Staff said, "I was able to let her do what she wanted to do in a safe way. It makes you feel good."

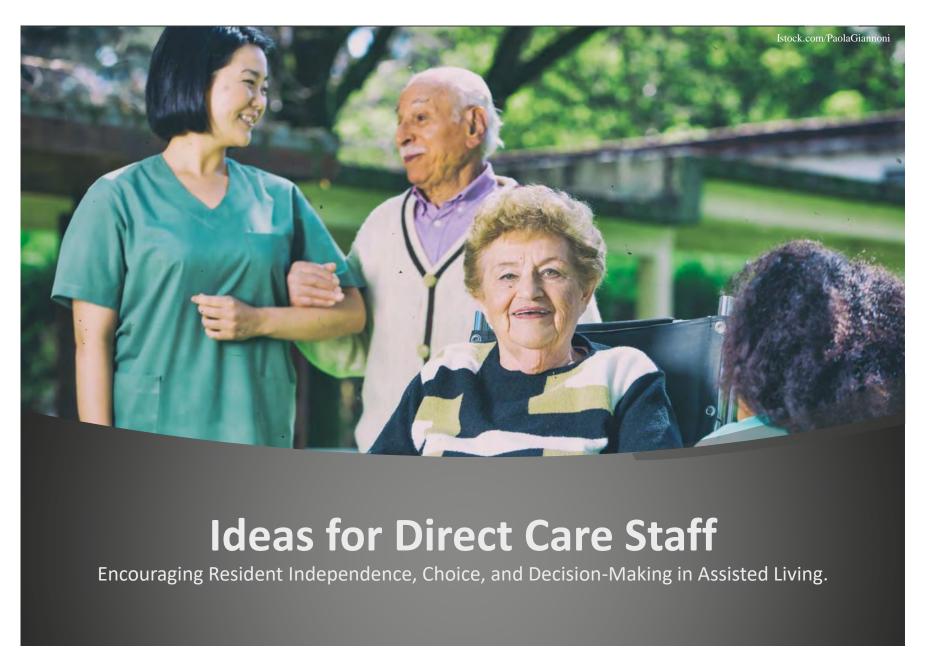


A Good Call: A residence, after using this guide, called a local store to find out if it was willing to open the store at special times or "if it was willing to make special accommodations" for its residents. The store agreed.



Prospective Residents: Introduction & Aims

- Choices/Preferences/Decisions
 - Striking a balance
 - Ability to make your own decisions
 - What matters most?
 - Managing family/staff concerns
- Planning ahead
 - Resident Service Plan
 - Read and review
 - Facility rules, documents, inspection reports, news articles.
 - Will I need to move?





Prospective Residents: Introduction & Aims

- For assisted living staff who work directly with residents.
 - To allow people to have maximum independence and control over their lives and the ability to remain in place, even when they need more care.

Aims

- To help the staff to make this goal a reality in the residents' everyday lives.
- To generate discussion and action among consumers and providers

+

Direct Care Staff: Empowering Environment

Choice/Control

- Get to know the residents
 - Likes, dislikes, routines
- Encourage choice
 - Waking up, clothing, etc.
- Work with families
 - Help them understand resident rights.

Fostering independence and community involvement

- Encourage independence
- Make sure residents have what they need to maintain independence (walker, cane, wheelchair).
- Participation in Resident Council
- Encourage and assist with involvement outside community

Residents with Cognitive Impairments

- Let residents
 wander/poke around,
 but set up situations
 where they can do so
 safely
- Structure small group activities
- Limit choices to two
- Encourage residents to maintain identity



Owners & Managers: Cases/Scenarios



Telephone: A resident who used to be a nurse keeps picking up the phone on the floor as if she is taking doctors' orders. People are getting upset because they do not want her on the phone for the residence. The caregiver arranges for another telephone where she can pretend to talk all she wants.



24/7: "We work around their schedule. It is not about us. We are here from 7 to 3:30. They live here 24/7. If we knock on their door and say, bath time and the resident says, 'I don't want to take a bath.' Do you want to take it later? Okay, later. We have no problem. We come back later." – Resident care assistant



Take a Seat: You try to get residents to go on a trip but few are willing to go. Though they do not initially offer a reason why, you investigate more and find out that they are afraid they will get too tired. You reassure them that you will be there and will help them find a seat if they need one. You plan a trip to places where the residents can sit if necessary.

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- Sign up for our newsletter and alerts.

You can also...

- Join us on **Facebook** at <u>www.facebook.com/ltccc</u>
- Follow us on **Twitter** at www.twitter.com/LTCconsumer
- Visit us on the **Web** at <u>www.nursinghome411.org</u>.

For LTC Ombudsmen in NY State

If you would like us to let your supervisor know that you attended this training program, please take the quick survey at:

www.surveymonkey.com/r/ltccc-ltcop1.

For Family Members in NY State

connect with the Alliance of NY
Family Councils at
www.anyfc.org (or email info@anyfc.org).



Next Program: April 21, 2020.

Topic: Meaningful Safeguards: Promising Practices & Recommendations for Evaluating Nursing Home Owners.