Resources to Support Resident-Centered Advocacy

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Long Term Care Community Coalition

www.nursinghome411.org
Resources @ www.nursinghome411.org
Welcome to LTCCC’s Learning Center. Below are our latest updates and materials. Click on the purple buttons to find fact sheets, webinars and other resources to support good care and resident-centered advocacy.

**LTCCC Annual Symposium**
Identifying & Addressing Nursing Home Resident Abuse & Neglect

Monday, November 9, 2020
9:30am - 1:00pm (EST)

Thorn O’Heron
Deborah Yudowsky
Richard Mollot

**2020 Symposium: Identifying & Addressing Nursing Home Resident Abuse & Neglect**

LTCCC’s 30th Anniversary Town Hall: “Where Do We Go From Here in Long Term Care?”

**Register for LTC News & Updates**

**Webinars & Events**

**Zoom Meeting Request for Family Councils**

**Fact Sheets**

**Handouts**

**Forms & Tools for Resident-Centered Advocacy**

**Dementia Care Advocacy Toolkit**

**Visit the Family & Ombudsman Resource Center**

**Abuse, Neglect, and Crime Reporting Center**

**Podcasts**
Residents in nursing homes are typically frail. The majority are senior citizens, and many have dementia. By definition, they all need 24-hour a day skilled nursing services. Nevertheless, though they live in an institutional setting, it is crucial to keep in mind that residents retain all of the rights of people who live outside of a facility. This includes the right to live free of physical, emotional, verbal, and sexual abuse and the right to be treated with dignity. It also includes the right to have the same access to criminal justice as anyone living in the outside community.

Unfortunately, too often, when individuals go into a nursing home, society views them as having entered a separate world, where different rules apply. This is not true. To strengthen realization of vital protections for seniors in nursing homes, LTCCE undertook a study to identify promising practices that have been employed in different communities to address elder abuse, neglect, and crime in residential settings.

This pages features a selection of resources that are free to use, share, and adapt. We also recommend viewing and sharing the video below on the Minnesota Star Tribune's award-winning series on elder abuse.
Abuse, Neglect, and Crime Reporting Center: Links to State Agencies & MFCUs

Link to State Agency Complaint Forms

Link to State Medicaid Fraud Control Units
ADDRESSING ABUSE, NEGLECT, AND SUSPICION OF CRIME AGAINST NURSING HOME RESIDENTS
POLICY CONSIDERATIONS & PROMISING PRACTICES

THE LONG TERM CARE COMMUNITY COALITION
WWW.NURSINGHOME411.ORG

MARCH 18, 2019

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Definitions of Abuse, Neglect, and Crime Against Nursing Home Residents

Abuse and neglect, including incidents that constitute a crime, too often impact the lives of people living in nursing homes. The persistence of these problems is due, in part, to a lack of understanding of the rights of residents and what must be reported to, and investigated by, the state survey agency and/or law enforcement.

The purpose of this fact sheet is to provide a summary of definitions and useful examples of abuse and neglect which should be reported and investigated. For more information and resources, visit the Abuse, Neglect, & Crime Reporting Center at www.nursinghome411.org.

Abuse and Neglect

Definitions

- **Abuse** is "the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish."¹
- **Neglect** is the "failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness."²

Types of Abuse

- **Physical abuse** — Physical abuse is the infliction of pain or injury on a person. Some examples include slapping, pinching, shoving, rough handling, or inappropriately using drugs or physical restraints.
- **Psychological abuse** — Psychological abuse may include the inappropriate use of antipsychotic drugs, staff members not addressing resident needs in a timely/appropriate manner, and staff taking advantage of resident’s cognitively impaired state.
- **Emotional abuse** — Emotional abuse may include aggressive or hostile behavior/attitude towards a resident, staff speaking to residents with disrespect or contempt, and staff ignoring residents or leaving them socially isolated.
- **Sexual abuse** — Sexual abuse may include inappropriate sexual/physical contact and staff...
Family & Ombudsman Resource Center

Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy.

You can sign up for updates by emailing info@ltccc.org or calling 212-385-0355.

You may also use LTCCC's Zoom video conference room to host family councils or family members meetings. Click here to request an appointment.

We would love to include you and support your efforts to improve care!

Joint Recommendations for Resident Visitation (September 2020)

Protect Voting Rights of Nursing Home Residents
Forms & Tools for Resident-Centered Advocacy

The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you.

Word files:
- Resident Concern Record Keeping Form
- Resident Assessment Worksheet
- Resident Preferences Form
- Family Council Meeting Notice
- Resident Council Meeting Notice
- Resident Council Meeting Agenda
- Family Council Meeting Agenda

PDF files:
- Resident Concern Record Keeping Form
- Resident Assessment Worksheet
- Resident Preferences Form
- Family Council Meeting Notice
- Resident Council Meeting Notice
- Resident Council Meeting Agenda
- Family Council Meeting Agenda
My Personal Preferences

Like everyone else, residents have preferences in respect to how they live their lives. Federal law requires that every residents’ preferences are recognized, respected, and reflected in the care and services they receive. While living with other people inevitably results in some compromises, the facility must take meaningful steps to meet each resident’s needs and preferences as an individual.

For example, Sam likes to eat meat. This does not mean that the facility must feed Sam filet mignon. However, it is required to provide tasty, appealing, and nutritious food at every meal, and should endeavor to regularly offer dishes that Sam enjoys. Offering Sam a cheese sandwich as a meal substitute on a regular basis is not appropriate.

Residents and families are encouraged to use this form to document preferences which can be shared with staff to foster person-centered care. This page provides basic information. The following pages provide more specifics.

**PLEASE NOTE THAT THIS FORM IS TO PROVIDE INFORMATION ON PERSONAL PREFERENCES ONLY. IT IS NOT TO BE USED TO IDENTIFY A RESIDENT’S CLINICAL OR MEDICAL NEEDS, NOR DOES IT SUPPLANT PLANS OF CARE OR MEDICAL RECORDS.**

### A Little Bit About Me

| I prefer to be called:          |  
| I like to wake up:             | Naturally
|                               | Around _____ o’clock
| My preferred morning routine:  | Is important to me
|                               | Includes: __________________________
| My bathing preferences: (check all that apply) | Bath
|                               | Shower
|                               | Sponge bath
|                               | __________________________ (other or special notes)
| My music/tv preferences:       | TV __________________________
|                               | Music __________________________
|                               | I generally prefer quiet time in my room

Some things that I enjoy or find comforting:

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**For additional information and resources, please visit [www.nursinghome411.org](http://www.nursinghome411.org).**
This form can be used by individual residents and families, as well as resident and family councils, to track concerns for discussion with facility staff, state surveyors, legislators, etc....
Contact your state and federal representatives and let them know that you are concerned about poor care, demeaning conditions, abuse, and neglect.
Accessing data on www.nursinghome411.org

NursingHome411.org provides data on:
- Staffing
- Enforcement
- Dementia Care
- Antipsychotic Drugging
Sortable facility-level data on staffing based on auditable PBJ data. NH411 posts new data every quarter, when they are released by CMS, and maintains the historical data files (since 2017) for your reference.
Staffing data on [www.nursinghome411.org](http://www.nursinghome411.org)
Staffing data on www.nursinghome411.org
LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

Visit our home page

www.nursinghome411.org

for

• Coronavirus resources & updates;
• Fact sheets on nursing home resident rights;
• Data on staffing, infection control violations, and ratings for all U.S. nursing homes;
• Forms & tools for resident-centered advocacy;
• Dementia Care Advocacy Toolkit;
• And more!

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