

ANNUAL REPORT FOR JOINT COMMUNITY ADVISORY COMMITTEES

COUNTY Gaston

REPORTING YEAR 2019

COMMITTEE

Adult Care Home:

Nursing Home:

CHAIRPERSON

Linda Denton and Effie Locklear

Sheila Merrill and Barbara Foy

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

Yes, all facilities were visited by both the Nursing Home and Adult Care Home Volunteers each quarter and their quarterly visit reports were completed. St. Marks Family Care Home has been reopened.

2. Describe educational efforts by the committee.

Members from both committees were active in promoting the CAC volunteers in Gaston County.

- Talked to Will McDonald at Gaston Gazette
- Discussed the CAC's to church groups
- Talking to potential new volunteers
- Attended the dementia training
- Richard Trado has talked about Alzheimer's and CAC's to local Churches.

3. Describe community involvement by the committee.

Both Nursing Home and Adult Care Home volunteers worked hard to promote community involvement in our facilities. They collected and disseminated items of need to various facilities. Encouraged their churches and other civic groups to engage with our facilities in outreach efforts to help improve the quality of life for our residents.

These are a few of the things they did over the past year:

- Magazines taken to facilities
- Delivered snacks and craft supplies to facilities
- RR bags to House of Mercy, Woodlawn Haven
- Card fronts to NH's for crafts
- Called Bingo at Rosewood
- Collected Bingo prizes and delivered to ACH and NH
- Pillows and clothes donated to Rosewood
- Lap blankets, scarfs and hats to Peak Cherryville and Alexandria Place
- Donated chair to resident who needed one.
- Mt. Beulah Baptist church made monetary donation for RR celebration

4. Describe problems encountered by the committee.

Both the Nursing Home and Adult Care Home committees have vacancies for new volunteers. Slow to find new members. It is a challenge to find good volunteers who are willing to spend the time necessary to make this a strong working volunteer program.

Here are some of the problems the committees have identified:

- Difficulties in recruiting and retaining volunteers
- Hard to see changes in our building when complaints brought forward
- Lot of turnover in facility staff, issues once fixed, pop up again as issues.
- Administrators are changing frequently making staff changes that affect care.

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

Grievance resolution is one of the aspects of our committee that some members have embraced. After a full year on the committee, we encourage those members who are willing to assist with complaint resolution to attend additional training to help increase their effectiveness. Committee has not worked any complaints directly but will call the ombudsman with a complaint that needs to be followed up on.

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

Strengths:

- Good participation by churches in the community in some facilities
- CAC Committee is very involved and has good working relationships with most of the administrators.
- Consistency with administrators, some changes, but they seem to stay in the county
- Facilities take a wide range of patients filling needs with both seniors and residents with mental health issues.

Weaknesses:

- ACH: Aging of the building – Many of our buildings have been in existence for a long time and are beginning to show their need of repairs, cleanliness
- Staffing is always a challenge; turnover seems high with direct care staff. This becomes difficult for residents with constant change of caregivers.
- An increase in the young residents with mental health in our ACH's. Some facilities are doing a good job dealing with these residents, but others struggle.

7. Other comments.

We request the attendance of County Commissioners during a facility visit to some of our more challenged building.

THE REGIONAL OMBUDSMAN WILL DISTRIBUTE THIS REPORT TO THE COUNTY COMMISSIONERS, THE COUNTY DEPARTMENT OF SOCIAL SERVICES, AND THE DIVISION OF AGING.

Prepared by: Cindy Englert

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