

ANNUAL REPORT FOR JOINT COMMUNITY ADVISORY COMMITTEES

COUNTY Gaston

REPORTING YEAR 2017

COMMITTEE

Adult Care Home

Nursing Home

CHAIRPERSON

Ruth Patterson

Sheila Merrill

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.

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

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
- Snacks and craft supplies to facilities
- RR bags to House of Mercy
- Cleaning supplies to House of Mercy
- Card fronts to NH's for crafts
- Called Bingo at Rosewood
- Collected Bingo prizes and delivered to ACH
- Delivered homemade scarves, lap robes, and hats to NH's
- Pillows and clothes donated to Rosewood

4. Describe problems encountered by the committee.

Both the Nursing Home and Adult Care Home committees have vacancies for new volunteers. ACH committee had over 2/3 of their committee retire this year. Slow to

find replacements. 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.

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 members worked complaints at St. Marks family care.

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

Strengths:

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

Weaknesses:

- o 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
- o One of the worst years for Bed Bugs and difficulty in getting them under control.
- o Staffing is always a challenge, turnover seems high with direct care staff. This becomes difficult for residents with constant change of caregivers.
- o High amount of 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.

None at this time.

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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