



O R E G O N

LONG-TERM CARE

OMBUDSMAN

**Long-Term Care Housing Options,
Residents Rights and
the Role of Ombudsman as
Advocates for Better Care**

Presented by

Robynn Pease, Certified Long-Term Care Ombudsman Volunteer
Lené Garrett, the Office of the State Long-Term Care Ombudsman

Presentation Outline

- Housing Options for Older Adults
- Licensed–Care Housing
- Tips for Successful Housing Visits
- Resident’s Rights
- The Role of Ombudsman
- Common Concerns and Problems
- Volunteer Opportunities
- Resources to Help You

Housing Options for Older Adults

- Subsidized Housing
- Independent Living Communities
- Continuing Care Retirement Communities (CCRC)
- Assisted Living or Residential Care Facility
- Adult Foster Homes
- Endorsed Memory Care Community
- Nursing Facilities
- Home Health Care
- In-Home Care

Licensed-Care Options



Continuing Care Retirement Communities

CCRCs are designed to meet all levels of care:

- Independent living to skilled nursing
- In one building or a single campus
- Generally require a “buy-in”
 - \$50,000 - \$1million+, along with a monthly
 - Typically guarantees lifetime shelter and care
- Private Pay, Long-Term Care Insurance, VA Benefits, Medicare (skilled nursing) and Medicaid (only if resident can no longer afford monthly fees)

Assisted Living Communities

Alternative for seniors who need some assistance to live independently, but do not require the heavy medical care provided in a nursing facility.

- Trained caregivers assist residents with one or more activities of daily living
 - Help with dressing, grooming, bathing, medication reminders, etc.
 - Usually includes three meals per day, transportation, weekly housekeeping, laundry services, and social activities
- A licensed nurse typically oversees services
- Medicaid, Private Pay, Long-Term Care Insurance, VA Benefits





Adult Care Homes

Private homes with up to five residents who live together and receive care from live-in caregivers.

- May not be age-restricted
- Private or shared rooms
- Offer a more “home-like” living experience
- Services range from light assistance to end of life care, including hospice and dementia care
- Programs and services may be less robust
- Private Pay, Long-Term Care Insurance, VA Benefits, Medicaid

Endorsed Memory Care Community



- A Memory Care endorsement sits on top of either an assisted living, residential care or nursing facility license
- Most memory care communities are residential care facilities
- Requires a **diagnosis of dementia** and the **need for a secure environment** to be admitted

Skilled Nursing Facilities

Provide 24-hour nursing care for those requiring a high level of medical care, rehabilitation and assistance.



- Shared or private rooms
- Care provided by nursing staff
- Services may include:
 - Physical therapy
 - Occupational therapy
 - Medical services
 - Speech therapy
 - Rehabilitation service
- Private Pay, Long-Term Care Insurance, VA Benefits, Medicare/Medicaid

Visiting the Communities

- Use your eyes to get a feel for the environment:
 - What does the community look like?
 - How does the staff interact with residents?
 - Do residents appear happy?
 - How active are the residents?
 - Is the community clean?
 - Are the grounds maintained?



Visiting the Communities (cont.)

- What did you hear?
 - Is the community noisy?
 - Is the community too quiet?
 - Are the residents socializing?
 - Are the apartments quiet?
- What does it feel like?
 - Warm and friendly?
 - Sterile and uninviting?



Involve Yourself on the Visit

- Visit the dining room
 - Does the food taste good?
 - How is it served?
 - Are there choices (meals/times)?
 - Are specific needs addressed?
 - Is the staff friendly?
- Try it out
 - Does the community offer an overnight stay?
 - Does the community welcome guests to activity events both in and out of the building?
- Talk with residents
 - Does the community provide a supportive environment for retaining maximum independence?
 - Do current residents appear to have their needs met?
 - What do residents or their families say about their care and/or the community?

Resident's Rights

Residents should never lose their rights!

The right to be: Fully Informed	The right to: Complain	The right to: Participate in One's Own Care	The right to: Privacy and Confidentiality
Rights during: Transfer, Discharge & Involuntary Move-outs	The right to: Visits	The right to: Dignity, Respect & Freedom	The right to: Make Independent Choices

When rights are violated

an Ombudsman can help!



An ombudsman can...

- Advocate for residents
- Investigate complaints
- Educate families, consumers and long-term care providers about resident's rights and acceptable care practices and procedures
- Promote the creation of resident and family councils
- Offer volunteer opportunities and community involvement

Common Concerns

- Discharge/evictions
- Medications
- Care plan and resident assessment
- Menu
- Dignity and respect
- Personal property
- Shortage of staff
- Failure to respond to requests for assistance
- Personal hygiene and care
- Billing/charges

Recognizing Abuse and Neglect

Abuse definition:

Any non-accidental harm or injury

***Contact an
Ombudsman or local
Adult Protective Services***



800-522-2602

Resources to Help You

- Oregon State Long-Term Care Ombudsman
www.oregon.gov/ltco/
- Department of Human Services Abuse page -
<http://www.oregon.gov/dhs/abuse/>
- Medicare Nursing Home Compare
www.medicare.gov/nursinghomecompare/
- National Consumer Voice for Quality Long-Term Care
<http://theconsumervoice.org/>

Their Rights, Your Voice

Benefits of becoming an Ombudsman Volunteer:

- Make a difference for people in need
- Use your skills and keep sharp!
- Develop knowledge of Long-Term Care
- Set your own schedule
- Attend monthly support group meetings
- Receive staff support
- Gain tremendous sense of satisfaction
- Work with your spouse, partner or a buddy



For More Information

Lené Garrett

State Long-Term Care Volunteer Specialist

3855 Wolverine NE Ste 6

Salem, OR 97035

Office: 503.378.6303

Email: Lene.GARRETT@oregon.gov

Volunteers are needed in your community!

Conclusion

- Long-term care housing options are licensed by the state and governed by resident's rights.
- Ombudsmen are volunteers who are certified by the state to assist long-term care facility residents with their problems and concerns.
- Serving as a volunteer ombudsman in your community can be a very rewarding experience.
- Visit the state long-term care ombudsman website for helpful information about long-term care.
- Every state has a state long-term care ombudsman program.

Thank You!