

**Triangle J Area Agency on Aging  
Ombudsman Program**

**Annual Report  
For  
Adult Care Home Community Advisory Committee**

**County:** Durham

**Reporting Year:** 2016

**Committee:** Adult Care Home Community Advisory Committee

**Co-Chairpersons:** Gwendolyn Price and Martha Simpson

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

The Durham County Adult Care Home Community Advisory Committee (ACH CAC) is responsible for conducting quarterly visits in 13 adult care homes and annual visits in 32 family care homes in Durham County. The Committee made 52 adult care and 32 family care home visits. The committee achieved 100% performance measures for adult care homes and family care homes visits.

**2. Describe the educational efforts by the committee.**

The committee brainstormed a number of strategies to educate the community on CAC activities and community resources. Dementia has been the primary focus of the committee with a special emphasis on personalized music. The Dementia Inclusive Durham (DID) project began from ACH and NH CAC discussions. In collaboration with community agencies and the Triangle J Area Agency on Aging, a full day of training on dementia has been developed. Extensive planning and partnerships were implemented in 2015 to bring the “Dementia Beyond Disease” on March 23, 2016 session featuring Dr. Al Power and the “Age of Disruption Tour” with Dr. Bill Thomas on April 21, 2016.

June is designated as Elder Abuse Month. World Elder Abuse Awareness Day was Wednesday, June 15, 2016. The World Health Organization defines elder abuse as a violation of human rights and a significant cause of illness, injury, and loss of productivity, isolation and despair. In partnership with the Nursing Home Community Advisory Committee, materials were submitted to the community on elder abuse and ways to prevent elder abuse at the Durham Farmer’s Market.

**3. Describe community involvement by the committee.**

The ACH CAC participated in the Aging Well in Durham conference on May 21, 2016. The conference is designed for older adults, caregivers and aging supporters. The committee members received valuable information on what makes a community age-friendly,

transportation and housing for seniors, living wills, and financial scams. Nursing Home and Adult Care Home Community Advisory Committee members along with the Durham County Long-Term Care Ombudsman provided information to attendees on long-term care options, volunteer options with advisory committees and resident rights for long-term care residents.



Nursing Home and Adult Care Home Community Advisory Committee members covering the Triangle J resource table at the Aging Well Conference.

October is nationally designated as Resident's Rights Month. The theme for October 2016 developed by the National Consumer Voice for Quality Long-Term Care was "My Vote Matters". During long-term care visits we shared information with residents and home administrators or supervisors on changes in voting rights and services available through Durham County Board of Elections.



Volunteers from the NH and ACH CACs distributed information at the Durham Farmers Market. Members covered the booth in shifts from 9-1 pm. CAC members are committed advocates for residents in long-term care.

One of the principal mandates of the ACH CAC is to ensure that quality care is received by long term care residents and the Resident's Bill of Rights are maintained. The ACH CAC and NH CAC initiated a proclamation request to the Durham Board of County Commissioners and the Durham City Council to acknowledge October as Resident's Rights Month. The Proclamation was awarded and presented to the long-term care committees.

A representative from the ACH CAC continues to serve on the Long-Term Care Disaster Planning Committee. The focus of the committee was to determine the preparedness of long-term care homes. During visits ACH CAC members followed-up with home administrators on their disaster plan and directed them to the Social Services Department or Emergency Management for more information.

**4. Describe any problems encountered by the committee.**

Problems encountered during 2016 include difficulty coordinating individual schedules for adult care home visits and committee member turnover. With various work schedules and other volunteer time commitments, coordinating the minimum three members to conduct quarterly and annual visits has presented challenges. The committee continues to experience significant turnover. Of the 20 members, eight members resigned in 2016 and eight members resigned in 2015. Two members that were appointed in 2016 have not yet completed training and have not adhered to the attendance policy adopted by the Board of County Commissioners.

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

The ACH CAC had no involvement with grievance resolution.

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

**Strengths**

- Quantity of adult care and family care homes throughout Durham County
- Dedication of administrators and staff in serving residents
- Quality of care provided, minimal complaints
- Utilization of programs within the Durham community to enhance life skills, and the personal development of residents
- Interest in personalized music, two adult care homes operating the program
- Commitment to accept Medicaid patients in light of funding reductions in many facilities

**Weaknesses**

- Turnover of facility administrators in corporation owned adult care homes
- Turnover of staff providing direct care to residents
- Range of standards between facilities
- Physical condition and amenities offered based on funding and residents' ability to pay

## 7. Other comments.

The ACH CAC has met program responsibilities and successfully performed the duties as outlined in North Carolina General Statute 131D-31 and GS 131E-128. During 2016, the committee instituted a more precise method for tracking annual and quarterly visits and the completion of visitation reports. The committee has conducted monthly meetings according to the committee's Constitution and By-Laws. Minutes from monthly meeting are submitted to the BOCC Clerk along with attendance report.

The ACH CAC members are passionate and committed to ensuring that adult care and family care home residents' needs are met and that they are cared for in an environment that honors their humanity. In addition, the ACH CAC will continue to partner with other groups and agencies to provide information on selecting a facility, investigating complaints, and advocating for quality care to residents.

Prepared by: Gwendolyn D. Price Date: 12/27/16  
Gwendolyn D. Price

Martha F. Simpson Date 12/27/16  
Martha F. Simpson

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The Regional Long Term Care Ombudsman is responsible for submitting this report to the County Commissioners, the Durham County Department of Social Services, and the Division of Aging and Adult Services.