

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

**NURSING HOME
COMMUNITY ADVISORY COMMITTEE**

COUNTY: Durham

REPORTING YEAR: 2016

COMMITTEE: Nursing Home
Community Advisory Committee

CHAIRPERSON: Lascel A. Webley, Jr.

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

Visits occur quarterly and all 11 nursing homes in Durham County were visited during the year.

2. Describe the educational and community involvement efforts by the committee

March 2016. Members of the Committee partnered with counterparts of other similar organizations during the year to bring awareness about dementia while reducing the use of anti-psychotic medicine and educating citizens. As part of this effort, a Dementia Inclusive Durham event was held on March 23, 2016 at the Millennium Hotel.

April 2016 - Members of the Committee partnered with counterparts of other similar organizations to plan and attend the Age of Disruption Tour, which was held on April 21, 2016 at the Friday Center.



May 2016. - Members of the Committee partnered with counterparts of other similar organizations to plan and attend the Age Well In Durham event held on May 21, 2016. Members staffed an information table to distribute information on Elder Abuse Prevention, Residents Rights, and Enhancing Dementia Care Through Personalized Music.

June 2016 - The Committee organized four activities/events during the month. On June 11, 2016, an educational booth was set-up at the Durham Farmer's Market to distribute educational materials, tote bags, and purple ribbons, in order to raise awareness about elder abuse.



On June 15, 2016, to bring attention to and show support for World Elder Abuse Day, members adorned themselves in purple and challenged others to do the same. On June 28, 2016, an educational booth was set-up at and members attended the Triangle Caregivers Conference. Finally, a “letter to the editor” was submitted to the *Durham Herald Sun*. The article served as an informational regarding national elder abuse statistics and the need to proactive in preventing elder abuse in Durham County.

October 2016. The Committee organized four activities/events during the month. On October 22, 2016, an educational booth was set-up at the Durham Farmer’s Market to distribute educational materials to raise awareness regarding residents rights. To continue the efforts to bring awareness to Residents Rights Month, the Committee submitted a “Letter to the Editor” of the *Durham Herald Sun*. The article informed citizens of the rights of nursing home residents and encouraged them to acknowledge their value despite possible physical and/or cognitive limitations, as well as to become an advocate for residents in these facilities.

3. Describe any problems encountered by the committee.

Recruitment and retention continue to be a challenge for the committee. Though two individuals resigned, prior to the end of their term, and two individuals were seated to the committee, there remains (as of December 13, 2016), four vacant at-large positions. So, while there have been improvements observed in retention (i.e. 7 resignations in 2015), during the year, recruitment efforts have not been as successful. The Committee will continue to outline opportunities that address this issue including, but not limited to outreach to other organizations that promote the welfare of Durham County citizens.

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

The Committee was not involved in any formal grievance resolutions in 2015. However, during each nursing home visit, committee members continue to address the concerns of residents and their family members with the nursing home administrators.

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

Strengths:

There are distinct strengths identified while visiting facilities throughout Durham County. A majority of nursing homes are continuing efforts to implementing person-centered care. It is an arduous task that seeks to redesign longstanding medical and institutional models in the industry. Some common areas where Durham nursing homes continue to excel include:

- Continued focus on consistent assignment to address personalized care for residents.
- Continued facility renovations to develop a homelike atmosphere.
- Continued efforts of Activities Departments to provide recreational, intellectual, and spiritual activities for residents.
- Continued efforts of facilities to provide personalized music to residents, specifically those experiencing dementia.

Weaknesses:

While obvious strengths exist in the facilities, there are weaknesses that should be addressed:

- Nursing home administrator turnover continues to occur at an alarming rate. In 2016, the Committee was made aware of administrator turnover at five facilities after there were four such occurrences in 2015.
- Staffing of RN's in nursing homes continues to be a topic of concern in Durham County and around the Country. Unfortunately, Federal legislation has not enacted to mandate an increase in staffing levels.
- While many nursing homes are trying to adopt person-centered care models, there remains a great deal of work that must be done in this area.

6. Comments

The Durham County Nursing Home Community Advisory Committee pursued the mission of ensuring that residents' rights are being met and that their personal interests and needs were being addressed. The Committee has and will continue to focus on these topics via facility observations, resident conversations, and exit interviews with facility administrators. In addition, we will continue to identify opportunities to engage and inform the greater community about issues impacting long term care (LTC) residents.

The Committee is greatly appreciative of and requests continued support from the Durham County Commissioners as we partner to enhance the lives of all citizens in Durham communities in 2017.

Prepared by: Lascel A. Webley, Jr.

Date: December 15, 2016