



PIEDMONT TRIAD REGIONAL COUNCIL

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MATTHEW L. DOLGE • EXECUTIVE DIRECTOR

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MAY 18 2016

COUNTY MANAGER'S/
COMMISSIONERS' OFFICE

MEMORANDUM

To: Region G Clerks to the Board of County Commissioners

From: Kim Johnson, Senior Regional Long-Term Care Ombudsman

Date: May 16, 2016

Re: 2015 Community Advisory Committee Annual Report

Each year, the Regional Long-Term Care Ombudsman Program is required to assist local Community Advisory Committees in the completion of a CAC Annual Report. This document is designed to highlight the committee's activities and achievements during the previous calendar year. In addition, the Annual Report gives the committee the opportunity to analyze the long-term care facilities in the county and identify any strengths and weaknesses or overall trends they have observed.

The Forsyth County Nursing & Adult Care Home Community Advisory Committee 2015 CAC Annual Report is enclosed for your review. If you have any questions about this report or the role of the Community Advisory Committee, please do not hesitate to contact our office at 336.904.0300.

Thank you for your assistance in sharing this report with the Board of County Commissioners.

Forsyth County Adult Care Home Community Advisory Committee 2015 Annual Report

Chairperson: N/A

1. Were all the homes in the county served by the committee? If not, why?

No. Some of the subcommittees reported that their committee did not visit any facilities due to the lack of participation from other members and scheduling conflicts.

2. Describe educational efforts by the committee.

Committee members regularly share information to family and friends about the role of the CAC.

3. Describe community involvement by the committee.

The CAC committee has attended the Elder Abuse Walk hosted by the AAA, and share information with residents during facility visits about activities and events being held.

4. Describe problems encountered by the committee.

The committee has suffered from a lack of participation. There is a need for members to share the responsibilities. Due to the lack of participation, quarterly visits are not completed.

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

No.

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

Strengths: Administrators and staff were welcoming to guests visiting the facility.

7. Other comments:

There needs to be more accountability of appointed members.

Having to reapply for the CAC annually to be reappointed by the Board of Commissioners should be eliminated. A phone call stating a committee member would like to be appointed should suffice.

The Ombudsman should have more leverage and influence in the appointment and removal process for CAC members.

Prepared by: *The Forsyth Adult Care Home Community Advisory Committee*
Date prepared: *May 11, 2016*

Region G
Regional Long-Term Care Ombudsman Program
Forsyth County Nursing Home
Community Advisory Committee
2015 Annual Report

1. Were all the homes in the county served by the committee? If not, why?

Due to inactive members all facilities were not visited quarterly, but all were visited at least once this year.

2. Describe educational efforts by the committee.

They communicate the role of the committee with staff, residents and families during visits. The chairperson is coordinating an in-service for LTC staff on the role of the CAC. Committee members discuss the education assignment every quarter. In 2015 the topics were: Older Americans Act, Legislative Process, Mental Health & Aging and Role of the Ombudsman.

3. Describe community involvement by the committee.

Committee members are active in sharing information about long-term care with other community members. Committee members are active volunteers in many other community based organizations; AAA Planning Committee, Mental Health Association, Meals on Wheels, Faith-based organizations, Shepherds Center, Elder Abuse Walk, school Book Worm program, PTSA and ALZ Walk.

4. Describe problems encountered by the committee.

Inability of several members to participate in meetings and visits that refuses to resign. Also, a problem that the failure of new appointments to follow through on training commitments.

The problem of the inconsistent meeting space has been overcome helping attendance. The committee recognizes and appreciates the benefit of mileage reimbursement.

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

The committee was involved in informal grievance resolution. When making quarterly/annual visits, committee members noted any areas of concern and communicated these concerns to the administrator or supervisor in charge. Committee members also shared concerns with the Ombudsman immediately when needed and at each quarterly CAC meeting.

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

Strengths: Navigation by Salemtown allows CCRC services in home, community involvement, facility renovations and updates, and growth

Weaknesses: Some facilities struggle with high staff turnover rates in key leadership, transportation outside of city limits, lack of staff education and customer service.

Prepared by: *The Forsyth County Nursing Home Community Advisory Committee*

Date prepared: *March 26, 2015*