Duke Dementia Family Support Program

Caregiver Connections
An Educational Webinar Series With The Experts

The presentation will begin shortly.
Thank you for your patience!

dukefamilysupport.org
919-660-7510
Who is

- Independent
- Non-partisan
- Statewide
- 501(c)(3) non-profit organization
- Established in 1987 in response to the need for reform in long-term care here in NC
Why does FOR matter?

• We stand on the frontlines for rights...the right for quality of care/quality of life in long-term care

• Our mission is to empower residents & families to improve quality of care through education, advocacy & support
Where does NC Rank?

- NC Ranks 44th out of 50 states regarding Nursing Home Care from Centers for Medicare and Medicaid Services (CMS) data (2019)
COVID-19 Testing

- NC DHHS announced testing for LTC staff in August 2020
- CMS requires testing for nursing home staff
- NC Senior Living & NC Assisted Living Association have received funding for both staff testing and PPE
- No requirement to test visitors; however some facilities are using rapid-tests
- If you tested positive for covid, you may be required to provide a doctor’s note before you can enter the facility
Why universal testing is critical for LTC

- Part-time positions
- Not paid living wage
- No benefits
- No sick time
- Work 2-3 jobs
- High turnover rate
- CMS investigation of Kirkland, WA facility (epicenter of COVID outbreak in USA) stated sole cause of outbreak was staff working at more than one LTC facility
LTC Visitation

ENABLE VISITATION IN LONG TERM CARE FACILITIES

#VISITATION SAVESLIVES

Residents have not seen their families for over 100 days. The impact of social isolation is devastating.
Current Visitation Guidelines

• NC DHHS Secretarial Order No. 6: Visitation for Long-term Care Facilities issued September 28, 2020:
  • Visitation is now permitted for indoor visits, immediately.
  • Visitation is now open to anyone, from families/caregivers to ombudsman to geriatric care managers to clergy members.
  • There are NO restrictions unless there is a reasonable safety or clinical cause to not allow a visit.
  • Compassionate care has been expanded explicitly to include multiple other reasons besides someone who is at the end of life.
Visitation Guidelines

- Secretarial Order No. 6 (9.28.20)

- Guidance on Visitation, Communal Dining and Indoor Activities for Larger Residential Settings (updated 10.16.20)

  “Visitation should be person-centered, consider the residents’ physical, mental, and psychosocial well-being, and support their quality of life. Visits should be conducted with an adequate degree of privacy. By following a person-centered approach and adhering to the core principles below, visitation can occur safely. “

Essential Caregivers

- MVP – Most Valuable Person for residents in Long Term Care
- Family member/Close friend (does not have to be blood relative) selected by resident who has access to visit resident, care for resident, advocate for resident, no matter an outbreak
- This is to eliminate the pandemic of social isolation the lockdown of long-term care in NC caused residents
- Residents Rights do not end because of public health outbreaks
Technology Gaps in LTC

- COVID-19 has exposed the need for additional technology in NC’s LTC
- Many facilities still only have (1) telephone for the hall or wing of a building
- LTC facilities don’t have WI-FI bandwidth
- LTC facilities don’t have laptops or tablets for virtual communication
- Technology is needed for:
  - Keeping families/caregivers connected to LTC residents
  - Keeping State of NC Ombudsman connected to LTC residents
  - Keeping Adult Protective Services (APS) connected to LTC residents
Connection Matters

• Video chat, FaceTime, text, and email with family and friends outside of the facility.

• Set up Skype, Zoom, or FaceTime so residents can communicate with each other within the facility.

• If facility staff assist in setting up equipment, request that they leave the resident's room, so socializing can be done privately.

• If the resident doesn't know how to use the technology, ask local libraries or senior centers to provide training via phone call or video chat.

• Ask family and friends to send short video greetings that residents can watch at any time. Residents can record videos to send in response.

• Use the facility's Contact Us page on their website as a way to contact residents.

• Set up a video chat or live stream where residents and family members can share best practices for communicating, keeping active, and self-care strategies.

• Create a phone chain for family members and friends to call on a scheduled day to make sure the resident is getting daily phone calls.

• Use the facility's social media channels to invite others to become pen pals with residents.

(From: https://theconsumervoice.org/events/2020-residents-rights-month/staying-connected)
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