



Duke Dementia Family Support

Caregiver Connections

An Educational Webinar Series with the Experts

The presentation will begin shortly.

dukefamilysupport.org

919-660-7510



**QUALITY
LONG TERM
CARE**

Transitioning to Long-Term Care: Tips for Success

Kay Paksoy Castillo, BSW
Executive Director

Bill Lamb, MSW
Board of Directors

Friends of Residents in Long Term Care

Who is Friends of Residents in Long Term Care?

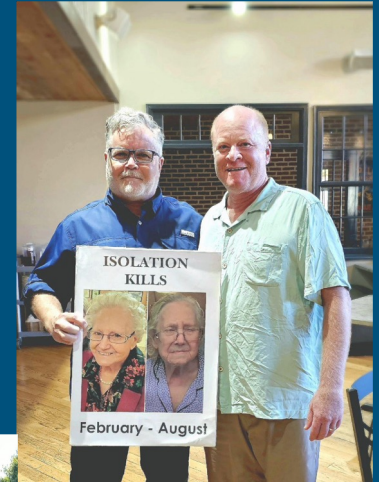
- FOR was established in 1987 by interested long-term care Ombudsman and other long-term care advocates as a statewide, independent resource.
 - We are a 501(c)(3) non-profit organization.
 - Focus on the entire continuum of long-term care.
 - Supported by members and donations.
- Our mission is to **empower residents and families** to improve quality of care through **education, advocacy, and support.**

What does FOR do?

Education: Community presentations and resources on our website.

Advocacy: Ensure residents' rights are not violated. Advocate with state leaders, legislators, and in various statewide coalitions to bring the voices of long-term care residents.

Support: family members and residents via email and our hotline. We connect individuals to their local ombudsman for in depth assistance.



Helping Families and Residents

Consumer Hotline

Need help finding care in their area for a loved one- for the first time or want to switch care due to dissatisfaction with current services.

Concern with how staff is treating a loved one.

Concern with how to work with the facility.

Concern with the cost of care.

Residents' Rights Violation.

Need help communicating with an ombudsman.

Public Policy Agenda

Every year, we release a Public Policy Agenda. Past agendas have included:

- Training, recruitment, and retention of direct care workforce. Quality, well-trained staff= quality care to residents.
- Increase the monthly Personal Needs Allowance.
- Advocate for more Long-Term Care Ombudsman across the state.
- Better support to Community Advisory Committees who go into homes and ensure residents' rights are being honored- an extension of the Ombudsman.
- Create transparency to provide better care and support to residents.

Ongoing Advocacy Efforts

- All Ages, All Stages: Multisector Plan on Aging.
- Following up on complaints- state taking months for residents or family members to hear back.
- Support for more regional long-term care ombudsman.
- Cuts to Medicaid.
- Supporting caregivers.

Resources on our website

- Tips for choosing a facility
- Learning about types of long-term care
- How to file a complaint
- Quick links to residents rights for nursing homes and adult care homes
- Resident Council Resources
- Caregiver Information

Tips before you pick a home

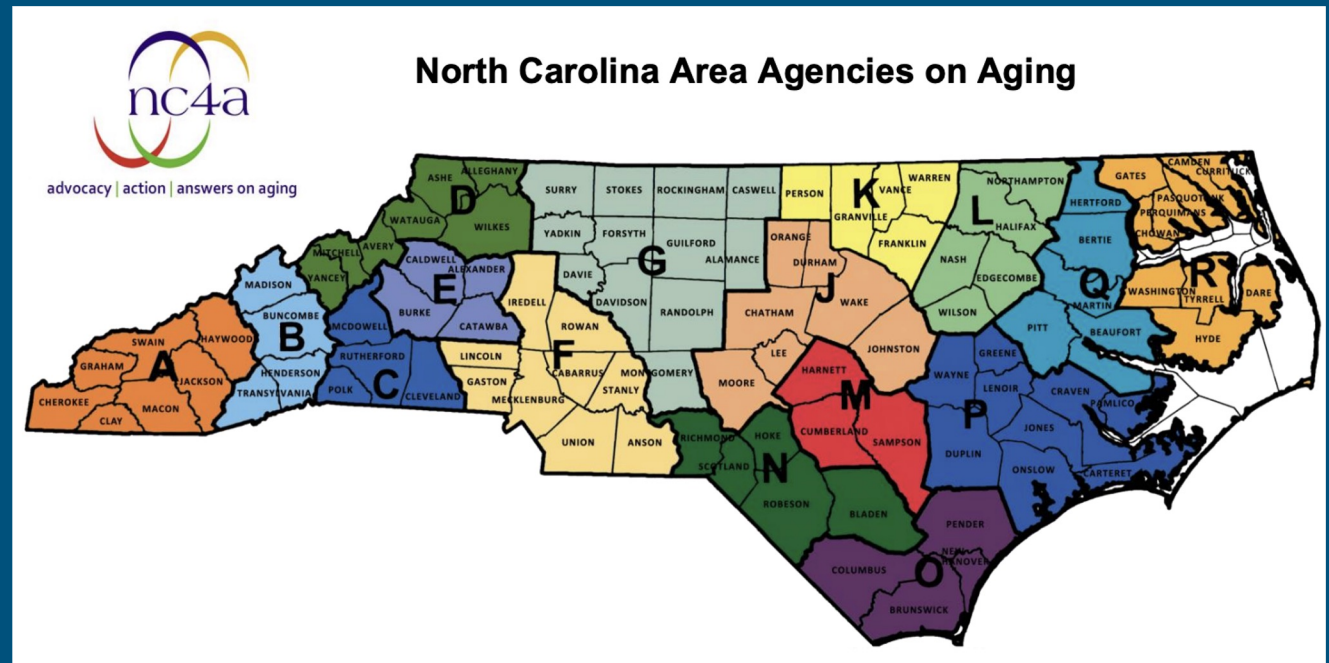
- Make a visit!
- Ask about staffing levels and if staff are assigned to the same residents on their shifts.
- Ask for references from other family members who can speak to their experiences.
- Look up star ratings.
- How to get help when something goes wrong- **make sure they are licensed.**

Know your Regional Long-Term Care Ombudsman

According to the Department of Health and Human Services, “the North Carolina Long-Term Care Ombudsman Program exists to protect residents’ rights and improve the quality of care and life for residents in long-term care facilities.”

16 Area Agencies on Aging house ombudsman programs.

Resident’s Rights Posters in homes.



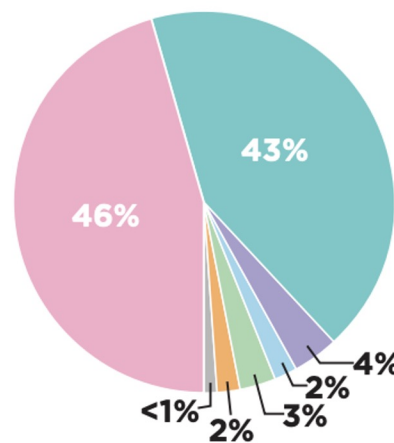
Federal Fiscal Year 2023: Overview

In Federal Fiscal Year 2023, the North Carolina Long-Term Care Ombudsman Program completed investigations of **1,745 cases containing 2,860 complaints**. The most frequently addressed complaints were related to **discharge/eviction, response to requests for assistance, and other rights and preferences**.

Ombudsmen receive complaints from residents and a variety of individuals that initiate concerns on behalf of residents. A complainant is an individual (i.e., resident, resident representative friend/family, facility staff) who requests Ombudsman program complaint investigation services regarding one or more complaints made by, or on behalf of, residents. The breakdown of complainants is as follows.

Complainant Sources FFY 2023

COMPLAINANT SOURCE	COUNT	PERCENT OF TOTAL
Resident	801	46%
Resident Rep., Friend/Relative	747	43%
Ombudsman Program	77	4%
Facility Staff	37	2%
Rep. of Other Agency	56	3%
Concerned Person	27	2%
Resident/Family Council	0	<1%



During the COVID-19 pandemic, we saw our leading source of complaints change from residents to the resident representatives*, family and friends. *However, since visitation restrictions ceased, residents have once again become our number one source of complaints.*

*In relationship to the Ombudsman Program, a resident representative is defined according to 45 CFR 1324.1

Yearly Comparison by Percent	2023	2022	2021	2020	2019
Resident	46%	44%	39%	43%	50%
Resident Rep., Friend/Relative	43%	45%	51%	44%	37%
Ombudsman Program	4%	4%	3%	6%	6%
Facility Staff	2%	2%	2%	3%	3%
Rep. of Other Agency	3%	3%	3%	3%	2%
Concerned Person	2%	2%	2%	1%	2%
Resident/Family Council	<1%	<1%	<1%	<1%	<1%

Resident Council Support

Videos

Part 1 – What Resident Councils Are and Why They're So Important [4:02]

Part 2 – Choosing the Right Kind of Resident Council [3:42]

Part 3 – Setting up a Resident Council: Step by Step [4:16]

Part 4 – Making Your Resident Council Work [5:54]

Part 5 – Additional Tips on Communication and Meeting Strategies [7:09]

Manual

Resident Council Manual: Unleash the Possibilities

Resident Council Manual

Unleash the Possibilities

FRIENDS OF RESIDENTS IN LONG TERM CARE
2022



NC STATE UNIVERSITY

Other helpful resources

Paperwork and the role of children assisting parents

Arbitration Issue Brief, National Consumer Voice

https://theconsumervoice.org/wp-content/uploads/2024/05/Arbitration_Issue_Brief.pdf?_rt=MnwxfgFyYml0cmF0aW9ufDE3NjQwMTlwMDA&_rt_nonce=a6989bbd2b

Fact Sheet on Arbitration: https://theconsumervoice.org/wp-content/uploads/2024/05/Arbitration-Fact-Sheet.pdf?_rt=M3wxfgFyYml0cmF0aW9ufDE3NjQwOTgyNTg&_rt_nonce=78ac8a5f39

Where to find us

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514 Daniels Street, #205
Raleigh, NC 27605

YouTube: <https://www.youtube.com/@friendsofresidentsinlong-t2106>

X: <https://x.com/FriendsTerm>

Facebook: <https://www.facebook.com/forltc/>

LinkedIn: <https://www.linkedin.com/in/friends-care-89a6b038/>



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Thank you for joining us today!

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