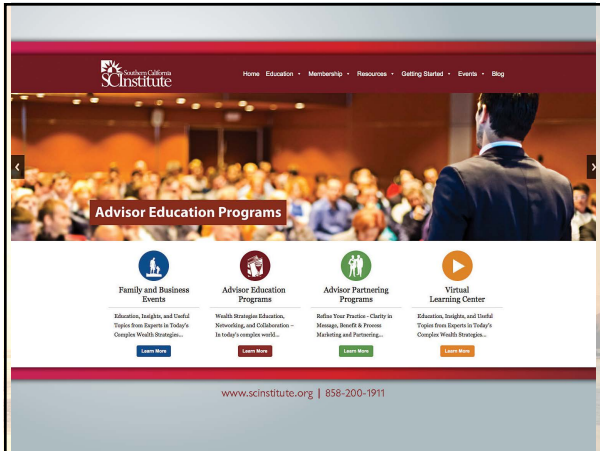




Welcome to Thursday Insights
When Does Incapacity Limit Your Clients Rights





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Resident Rights
Instructor: Dr. Diane Darby Beach,
Gerontologist

Resident Rights

- **Resident Rights:** While living in a nursing home or a long-term care facility, a resident is entitled to receive quality care, experience quality of life, and exercise their rights.
- **The 1987 Nursing Home Reform Law:** requires each nursing home to care for its residents in a manner that promotes and enhances the quality of life of each resident, ensuring dignity, choice, and self-determination.

Resident Rights

- In addition to this federal law, some states have residents' rights in state law or regulation for nursing homes, licensed assisted living, adult care homes, and other board and care facilities. Included in these guaranteed rights is the resident's right to be visited by family and friends.
- Basically, a person living in a long-term care facility maintains the same rights as an individual in the larger community.

Dignity and Communication

- To be accorded dignity in their personal relationships with staff, residents, and other persons.
- To be granted a reasonable level of personal privacy in accommodations, medical treatment, personal care and assistance, visits, communications, telephone conversations, use of the Internet, and meetings of resident and family groups.

Privacy

- To confidential treatment of their records and personal information and to approve their release, except as authorized by law.

Pursuing Rights

- To be encouraged and assisted in exercising their rights as citizens and as residents of the facility.
- Residents shall be free from interference, coercion, discrimination, and retaliation in exercising their rights.
- To be accorded safe, healthful, and comfortable accommodations, furnishings, and equipment.

Care/Food

- To care, supervision, and services that meet their individual needs and are delivered by staff that are sufficient in numbers, qualifications, and competency to meet their needs.
- To be served food of the quality and in the quantity necessary to meet their nutritional needs.

Choice and Participation

- To make choices concerning their daily life in the facility.
- To fully participate in planning their care, including the right to attend and participate in meetings or communications regarding the care and services to be provided and to include persons of their choice in the planning process.
- The licensee shall provide necessary information and support to ensure that residents direct the process to the maximum extent possible, and are enabled to make informed decisions and choices.

Dignity and Respect

- To be free from neglect, financial exploitation, involuntary seclusion, punishment, humiliation, intimidation, and verbal, mental, physical, or sexual abuse.
- To present grievances and recommend changes in policies, procedures, and services to the staff of the facility, the facility's management and governing authority, and to any other person without restraint, coercion, discrimination, reprisal, or other retaliatory actions. The licensee shall take prompt actions to respond to residents' grievances.

Dignity and Respect

- To contact the State Department of Social Services, the long-term care ombudsman, or both, regarding grievances against the licensee.
- The licensee shall post the telephone numbers and address for the local offices of the State Department of Social Services and ombudsman program conspicuously in the facility foyer, lobby, residents' activity room, or other location easily accessible to residents

Facility Rules/Admission


- To be fully informed, as evidenced by the resident's written acknowledgement, prior to or at the time of admission, of all rules governing residents' conduct and responsibilities.
- To receive in the admission agreement a comprehensive description of the method for evaluating residents' service needs and the fee schedule for the items and services provided, and to receive written notice of any rate increases.

Staff Attitudes, continued

- Learn to tolerate repetitive, apparently meaningless, irritating or even sometimes hurtful approaches from people with dementia.
- Understand that hurtful and sometimes violent behaviors are not intended by the person with dementia.

Know the Resident

- Staff need to work with whatever view of self is put forward by a person with dementia.
- We are generally defined by our roles: wife, father, doctor, plumber and so on. For people with dementia, major life roles usually disappear. Understanding the residents' past social roles is critical in providing person-centered care.



Mobility

- Mobility problems can be very frustrating for people used to being independent.
- They may not be able to take part in daily life activity, and may have long-term reduced comfort and sense of self.
- Encouraging residents to be as mobile as possible supports independence and reduces irritation and anger.

- Use landmarks and cues to help people find their way around.
- Reduce noise levels.
- Reduce a person's fear of falling.
- Have well-lit areas.
- Use effective color and tonal contrasts in inside and outside spaces.
- Clearly define walls from floors.

The Environment

Environment, continued

- Fit highly visible handrails.
- Use suitable patterns and fabrics for walls and furnishings.



Case Study

Resident Trudy will not take a bath or shower. She refuses to comply and is screaming and crying.

Identify 4 methods of person-centered care you can use to convince her to bathe.

Questions & Discussion



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