Monitoring Nursing Homes & Assisted Living Facilities

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As part of the FY 2020 Priorities and Objectives, DRWV has conducted routine monitorings at nursing homes and assisted living facilities throughout the state. Not only do we observe for health and safety issues, advocates observe to ensure residents rights are protected.

Nursing home residents have certain rights and protections under state and federal law.

Under CFR 483.10, some of these resident rights include:

- The right to be informed of, and participate in, his/her treatment
- The right to choose his/her attending physician
- The right to be treated with respect and dignity
- The right to personal privacy and confidentiality of his/her personal and medical records
- The right to a safe environment
- The right to voice grievances

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Residents also have the right to organize and participate in resident groups in the facility. The facility must consider the views of the resident group and act promptly on the grievances and recommendations of the group concerning issues of resident care and life in the facility. Staff, family, and visitors may attend these groups, but only with an invitation from the group. DRWV has attended resident council groups to provide outreach presentations on DRWV services.

One of the issues DRWV has assisted residents with is appropriate discharge planning. A DRWV advocate can work with the resident and facility staff to make appropriate referrals and provide resources. DRWV can also provide mediation if an issue arises within the facility that cannot be resolved. Such issues may be related to needed services, equipment, or any other resident rights issue.

DRWV visits a limited amount of facilities at one time. There are other agencies who visit long term care facilities to ensure the rights of residents are protected and the responsibilities of the facility are upheld. Even still, abuse, neglect, and exploitation can occur. That is why family and friends should know what to look for when visiting a loved one.

Signs of abuse, neglect, and exploitation to look for: bruises, flinching, overly medicated, injuries from falls, constant crying, changes in mood/behavior, and unusual account withdrawals. You should immediately report any suspected abuse, neglect, or exploitation to Adult Protective Services. The nursing home is prohibited by law to discharge, transfer, or discriminate against your loved one for making a report or filing a complaint.

**Adult Protective Services (APS) hotline: 1-800-352-6513.**

Contact DRWV for information, resources, or to discuss our monitoring program.