



Better Living RCF

Consumer Statement – Residential Care Facility

1. Summary of the care and services we provide.

Better Living RCF provides all state required services, including general assistance with activities of daily living, food service, which includes modified special diets as necessary, medication assistance, housekeeping services, and social and recreational activities. We also assist with coordinating transportation.

We do provide:

- Catheter care (Foley and suprapubic)
- 2-person transfers using a mechanical lift such as a Hoyer or sit-to-stand
- Simple wound care done by Med Techs
- Tube feeding
- Blood sugar monitoring and subcutaneous insulin administration
- Modified special diets: no added sugar, no added salt, and simple texture modifications such as pureed or easy-to-chew
- Care for cognitively impaired residents with behavioral disturbances that respond to simple interventions (redirection, reorientation, pain management) and does not pose a threat to self or others
- Coordination with outside providers providing skilled care such as: home health, hospice, dentistry, and podiatry.

2. Summary explanation of the types of care and services we do not provide.

Better Living RCF does not provide the following services on a routine basis:

- Complex diets such as: Renal diet, Carbohydrate counting or Consistent carbohydrate diet (CCHO), Specific sodium diet, Gluten-free, Vegan, Keto, ADA calorie counted, Measured portions, and Fluid restrictions.
- 2-person transfers without the use of a mechanical lift
- Transfers that require 3+ person assistance
- Wound vacs and complex wound care
- Ostomy care
- Tracheostomy care
- One-on-one care or “sitters”
- Caregiver to go with resident to appointments
- Complex behavior management such as aggressive, combative, or impulsive behavior that poses a threat to self or others and does not respond to simple interventions

3. If your needs exceed the care and services we provide, we may ask you to move out.

When your needs exceed the care and services we provide, we will meet with the resident and/or responsible party to discuss the circumstances, attempting to determine the most appropriate care plan and setting to meet your care and service needs. If we cannot properly care for you at our community due to your increased needs, we may ask you to move to a more appropriate setting. If an agreement is not reached and attempts to resolve the issue are not successful, we may give you an involuntary move-out notice.

4. If you leave our community to receive acute medical, psychiatric, nursing facility or other higher-level of care such as a hospital, we will conduct an evaluation before you can return to our community.

Before you can return to our community, a qualified staff person will re-evaluate your condition and determine if our community can continue to meet your needs. If we determine we can no longer meet your needs, we will issue you an involuntary move-out notice and you will not be permitted to return to our community. We will notify you and/or responsible party of this determination as soon as possible and before you leave the acute care or other setting.

5. You have the right to ask for an Administrative Hearing if you disagree with our decision to issue you an involuntary move out notice.

The requirements for requesting a hearing can be found on the Administrative Hearing Request form MSC 0443. You may also contact the Oregon Long Term Care Ombudsman for assistance in requesting a hearing. The phone number for that office is: 800-522-2602 or 503-378-6533.

6. This is how we arrange and coordinate hospice care:

Better Living RCF will work with hospice providers to coordinate hospice care if you or your representative request it.

Additional Comments: This consumer statement is subject to change. We will notify you and/or your responsible party when changes to this are made.

Signature of Resident or Legal Representative

Date