

## **Cherry Blossom Cottage Consumer Statement**

### **Summary of the care and services we provide.**

- ❖ Cherry Blossom Cottage provides all state required services as well as the following:
  - assistance with activities of daily living, such as bathing, dressing, toileting, and hygiene tasks
  - our food service is a set menu, not restaurant style and has a vegetarian and meat option each meal
    - we can provide basic modified diets such as low sugar and salt, simple texture modifications
    - we do not have a registered dietitian and do not handle specialized diets, measured portions for food or drink, unique diets such as vegan, gluten free, diabetic, cardiac, raw, 0 salt, or high protein
  - assistance with medications
    - except for VA recipients, all capsules, tablets, and pills must be in bubble pack form, including supplements
    - if the resident does not use the facility pharmacy, or another LTC pharmacy that deliver, the resident or family is responsible for keeping track of the needed refills as well as pick up and delivery to the facility
    - if a resident wishes to self-administer their medications, an evaluation will be completed by the facility nurse and a signed doctor's order will need to be on file
    - all medications, including supplements, will need signed physician orders
    - we cannot use medications that have expired, or medications that aren't in original packaging
  - housekeeping services are provided once a week with daily trash pick-up or as needed, additional housekeeping services can be requested at an additional cost
  - laundry service is provided once a week, additional services can be added at an additional cost
    - our laundry service does not handle delicate items, dry clean only clothing, hand wash items, large bulky items such as blankets and pillows or items that require ironing
    - residents and family should plan on bringing simple, easy to clean clothing that does not require special care, unless the resident or family wishes to handle the laundry themselves
    - all resident laundry is done individually with as much care as possible, however, accidents and loss can happen, it is best to have simple, easy to replace clothing
  - activities and social programs are offered daily
  - recommendations for transportation services are available, there is an additional fee if the facility needs to schedule transportation for resident outings and appointments
    - the facility encourages family members to take the lead in scheduling transportation,
      - all services require resident billing information, direct costs to resident and various transportation company fees vary
  - we have experience and can assist with the use of oxygen, incontinence care and basic wound care
  - resident transfers can be done stand-by, assist with one caregiver, assist with two caregivers, gait belt, transfer poles, slide boards and lifts
    - as the resident's care needs change, the facility will evaluate the safest method of transferring a resident and update the care plan as needed
    - resident and staff safety are paramount which will guide the necessary equipment, outside services will be contacted as the needs of the resident increase
    - family will be responsible for coordinating the purchase or rental of equipment as needed
  - coordination with home health will be done through the resident's PCP
    - residents must have a current PCP and family is responsible for assisting with scheduling appointments, assisting with visits as needed, providing follow-up paperwork to the facility with any updates from the physician and any needed follow-up from the appointment

- home health providers should call in advance to schedule their visit, report any changes to the staff and chart in our outside provider form for documentation

### **Summary of the care and services we DO NOT provide.**

- ❖ Cherry Blossom Cottage does not provide the following services, as evaluated by the facility:
  - residents who are combative to other residents or staff
  - residents who have disruptive or self-destructive behaviors which impact other residents and staff
  - ongoing refusal of care or other self-destructive behaviors,
    - this includes consistent refusal to follow physician orders and instruction
    - on-going refusal of ADLs which will affect the short and long-term health of the residents and ability to for the facility to provide the necessary standard of care, such as the resistance or refusal of:
      - safe transferring methods
      - hygiene care
      - incontinence checks and care
      - repositioning to avoid skin break down
      - taking medications as ordered by physician
  - residents who have advanced dementia with behaviors, exit seeking or other behaviors
  - psychiatric care
  - significant wound care
  - unstable diabetic care
  - complex food modifications
  - diets beyond basic meat and vegetarian options
  - skilled nursing care or skilled nursing tasks
  - we do not take the place of the resident, family or designated party actively partnering with the facility to ensure the physical, emotional, and mental needs of the resident are met, such as,
    - ensuring the resident has a current PCP and maintaining physician oversight through in-person appointments
    - scheduling, assisting and follow-up with physician appointments or other health care providers as needed
    - furnishing and organizing the apartment in a comfortable home-like manner, taking steps to avoid a hoarding environment that is unsanitary and unpleasant to the senses
    - providing supplies and equipment necessary to the well-being of the resident and the ability for the facility to provide necessary care
  - facility owned/operated transportation, transportation services are scheduled through an outside provider and costs are the responsibility of the resident/responsible party
  - we do not have a Medicaid contract

**If your needs exceed the care and services we provide, we may ask you to move out.** Resident evaluations are done on admission, after 30 days, quarterly or as needed due to resident care changes. These evaluations are created through an in-depth process which involves multiple departments within the facility and are entered into our proprietary software to determine the level of care. The care plan is based on the current care that is being provided by the facility. Rates will be adjusted upon the creation of the most recent care plan evaluation. When resident needs exceed the care and services we provide, we will meet with the resident and/or responsible party to discuss the circumstances, attempt 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.

**If you leave our community to receive acute medical, psychiatric, nursing facility or other care, 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 of this determination as soon as possible and before you leave the acute care or other setting.

**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 also may contact the Oregon Long Term Care Ombudsman for assistance in requesting a hearing. Phone Number: 800-522-2602 or 503-378-6533.

**This is how we arrange for or coordinate hospice care:** If hospice is deemed necessary by the resident and family in coordination with the physician, we can accommodate resident on hospice care. The physician must make a referral to the hospice service of the resident and family's choosing.

**In Conclusion:** Cherry Blossom Cottage will work very hard to determine the needs of the resident prior to moving into the facility. However, an evaluation is only as good as the information provided by the resident, family, and physicians. Residents and family frequently try to "sell" the facility on their loved one by presenting only the favorable information. It is not in the resident's best interest to hedge or hide diagnosis and problems the resident may be dealing with. Residents and family can be of assistance by being open and honest about all diagnosis and problems the residents are dealing with. A successful placement is most dependent on the facility having the best information possible to have a full picture of what needs the resident have. In general, families who are forthcoming about the needs of the resident and are actively participating as a partner in the resident's care have the best chance at a successful placement. This consumer statement is intended for potential residents and their families to get a sense of the care provided by the facility and their limitations. Facilities cannot be all things to all people and no matter how excellent our services and staff may be, if there is not a positive, cooperative relationship between the facility, resident and staff, the placement will not be successful.

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signature of resident or legal representative

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Date