

BLEDSON COUNTY NURSING HOME

107 WHEELERTOWN AVENUE

PIKEVILLE, TN 37367

(423) 447-6811

(423) 447-3074- fax



RESIDENT HANDBOOK

Welcome to Bledsoe County Nursing Home

A place to call Home...

Welcome...

On behalf of our entire staff, please let me tell you how pleased we are that you have chosen Bledsoe County Nursing Home to be your home. We have a lot to learn about each other and we are looking forward to the opportunity to get to know you better.

This handbook will help introduce you to the services we provide, the dedicated staff who have answered the calling to become dedicated healthcare professionals, and the community we are excited for you to become a part of. We are committed to making your stay here as pleasant and comfortable as possible. Throughout this booklet, you will find explanations of regulations, rules and policies that guide the practices of our facility.

As you know, written words do not take the place of personal conversations and first-hand experiences. I am certain that you will find this booklet helpful and informative and our staff are always ready to help during this early adjustment period for you and will remain available any time you need assistance.

At Bledsoe County Nursing Home, we value your opinions and comments and look forward to answering any questions you may have as we help you to make this step in your life a positive one.

We thank you for choosing Bledsoe County Nursing Home.

Sincerely,



Administrator

Bledsoe County Nursing Home

107 Wheelertown Avenue

PO Box 250

Pikeville, TN 37367

(423) 447-6811

Department Heads' Contact Information

Administrator:

Daniel Brown

(423) 447-5380- office

(423) 447-3074- fax

(423) 653-0318-cell

danielbrown@bledsoe.net

Human Resources Director (staff):

Matthew Harrington

(423) 447-5324- office

(423) 447-3074- fax

hr@bledsoe.net

Business Office Manager:

Kim Simmons

(423) 447-5351- office

(423) 447-3074- fax

bcnhbusiness@bledsoe.net

MDS/Care Plan Coordinator Nurse:

Stacie Smith

(423) 447-5338- office

(423) 447-7464- fax

staciesmith@bledsoe.net

Director of Nursing:

Suzanne Brown

(423) 447-5354- office

(423) 447-5292- fax

(423) 718-9057- cell

don@bledsoe.net

Infection Control Nurse:

Barbara Smith

(423) 447-5306- office

(423) 447-3074- fax

bcnhprevention@bledsoe.net

Department Heads' Contact Information Continued

Nursing/ Nurse's Station

(423) 447-5358- floor

(423) 447-5292- fax

Please use this number when checking on residents at the facility

Social Services Director:

Mariah Grooms

(423) 447-5357- office

(423) 447-2015- fax

socialservices@bledsoe.net

Dietary Director:

Ashley Swafford

(423) 447-5361- office

(423) 447-5289- fax

Activities Director:

Sharla Harris

(423) 447-5388- office

sharlaevans@bledsoe.net

* You may also reach Sharla through
the Bledsoe County Nursing Home Activities
page on Facebook *

Maintenance Director:

Brian Crichfield

(423) 447-5489- office

briancrichfield@bledsoe.net

Resident Services

Activities & Recreation

Our facility offers a wide range of opportunities to maximize your creative self-expression, personal growth & enrichment, physical activity and social enjoyment. Our activity program takes place both in the facility and in our beautiful surrounding community.

Barber & Beauty Services

A positive self-image is an important component in the holistic approach to health care. When you look good, you feel better. For your convenience, the barber and beauty shop located in our facility offers a variety of services by appointment. Please contact your charge nurse or social services worker for hours and a fee schedule.

Laundry Services

As a convenience to you and your family members, our facility offers personal laundry services (excluding dry cleaning) on a regular basis. Any fees or charges will be discussed with you prior to services being rendered.

Physician Services

Each resident has an individualized care plan that is designed and directed by their personal physician or their designated alternate. In addition to these services, our medical director will coordinate facility-based medical services which include routine and emergency care.

Nursing Services

The Nursing Department provides individualized, person-focused care to meet the physical, emotional, spiritual and mental health needs of our residents. This excellent level of care is delivered in a way that ensures individuals and their families are engaged in care planning. This care planning sets outcome goals that are identified and prioritized within the plan of care. Our staff respects and incorporates the unique differences that each family or caregiver expresses regarding lifestyle, values, cultural preferences and wishes into your care here. Our Nursing Department is maintained by the Director of Nursing, Suzanne Brown, RN, DON.

Housekeeping & Maintenance Services

For your safety and comfortability, and to maintain a clean and healthy environment, our facility employs staff who are dedicated members of a trained housekeeping and maintenance team.

Dietary Services

It is the position of Bledsoe County Nursing Home that the quality of life and the nutritional status of older residents in long term care facilities may be enhanced by the liberalization of diet prescriptions. The facility provides regular diets, and when recommended under agreement of a dietary management team, a mechanical soft or pureed consistency diet for each resident. Our Registered Dietician will assess the need for medical nutrition therapy according to each resident's medical necessity, desires and rights, in order to obtain the highest quality of life. You are encouraged to enjoy the companionship of social dining in our large dining hall, however, room services are also available if needed or requested. Visitors are welcome to eat with their loved ones and a nominal charge will be required for visitor meals.

Social Services

The Director of Social Services addresses medically-related social and emotional needs from initial inquiry throughout the resident's stay in our facility. Social Services continually assess the resident's social-emotional wellbeing, how they are transitioning to the change of a new living arrangement and determines the appropriateness or requirement of any intervention. The Social Services Director functions in an advocacy role and serves as a liaison in assisting residents with obtaining needed resources and services.

Specialized Rehabilitative/Therapy Services

Our goal is for each resident to attain or maintain their optimal level of functioning. In order to meet this goal, we offer services that are provided by qualified, licensed therapists, which include physical therapy, speech/language therapy and occupational therapy. All therapy services are provided under the written order of your attending physician.

Pharmacy Services

In addition to obtaining and administering the prescription medications ordered by your attending physician, the facility also offers a periodic review of all medications by a licensed pharmacist.

Services By Independent Contractors

Other services that are not listed above but can be included in your care plan by request include:

- Podiatry Services
- Ophthalmology Services
- Audiology Services
- Laboratory Services
- X-Ray and Diagnostic Services

Financial Services

As a full-service organization, Bledsoe County Nursing Home will provide the following financial services at your request:

- Personal Fund Management (resident account)
- Disbursement of funds on your behalf
- Receipt of income checks to cover disbursement for your nursing home care

Additional Services

If you require further services or help with anything that is a part of your daily life, please ask a staff member during your application process and we will be happy to address your concerns and see how we can best assist you.

RESIDENT GUIDELINES

(Rules & Regulations)

Your Safety

For your safety and the safety of others, smoking is not permitted in resident rooms or corridors. Smoking is permitted in designated areas that have been approved by facility administration. This applies to cigarettes, vapes, e-cigs or any other apparatus containing nicotine.

Combustibles are not permitted in resident rooms. Matches and/or lighters may be obtained from staff.

To ensure the facility is prepared for any possible emergency, fire and evacuation drills are held periodically. Staff are appropriately trained to assist you during these drills or in an actual emergency.

In accordance with state and local regulations, residents and/or their families are not permitted in the following areas:

- Kitchen/Food Preparation Areas
- Storerooms
- Treatment areas (unless undergoing treatment at the current time)
- Boiler Room
- Maintenance Areas
- Spaces Dedicated to Employees Only
- Any area identified to be hazardous or posted as unavailable to residents

Standard wheelchairs and walkers provided by the facility will be shared by residents and will be maintained by the facility's staff. Personal electrical appliances such as televisions or radios are encouraged. To ensure the safety of all residents, the facility does not permit certain appliances. Please ask if appliances are permitted prior to leaving them at the facility.

Your Attire

For good health and mental well-being, you are encouraged to be out of bed and dressed as much as possible. For this reason, we suggest that you bring at least five full changes of clothing. This should include, but is not limited to, shoes, hosiery, undergarments, sleepwear and outer garments. Residents will typically need a sweater; in case they get chilly. All personal items should be clearly labeled with the resident's name. All clothing should have name labels sewn into the garment or may be labeled with an indelible marker. Our staff will be happy to assist you with clothing selection and identification.

If you choose to use the facility's laundry services, we will be happy to pick up your soiled clothing (machine-washable articles) and return them on a regular schedule. If you/your family wishes your laundry to be taken care of privately instead of through the facility, all soiled clothing will be stored in a covered container, as specified by the facility, in order to maintain appropriate health and safety standards. Soiled clothing should be picked up as discussed during your admission.

*Please remember to bring toiletry items. If you need help determining what products to bring, feel free to ask your social worker or a member of your care team.

Your Satisfaction

Whenever you are uncertain about your living arrangements in our facility, or if you have any suggestions on how we can make your stay more pleasurable, please feel free to speak with the administrator or the social service worker. As a resident, you are welcome in either of these offices during office hours.

Your Involvement

You are encouraged to become involved with resident programs, such as the Resident's Council. The council offers you the additional opportunity to speak out, voice your opinion and make a contribution to ensure everyone's satisfaction. We respect and would like to hear your thoughts and opinions as they are a valued contribution to your community.

Your Comfort

You are encouraged to bring to the facility those personal items that will add to your comfort. We encourage you to personalize your living area with photos, knick-knacks and other items that bring you happiness and emotional well-being. Furniture items must be approved in advance by the administrator. Throw rugs or carpeting are not permitted, for safety reasons, in accordance with state and local guidelines.

Your Lifestyle

An activities calendar, offering a wide variety of programs, is published and posted monthly. The Activities Director will encourage you to participate in these activities and programs within the limits prescribed by your physician.

A list of religious services is available to you, upon request.

It is strongly recommended that you do not keep large amounts of money in your immediate possession. The facility is happy to maintain a resident trust fund account for you, in which money of a personal nature may be deposited for safekeeping and will be available to you during normal business hours. You should plan for your needs in advance to cover periods when the office is closed.

For your convenience, the facility will be happy to secure small items of a personal nature for safekeeping. However, we urge you not to bring extremely valuable articles into the facility. When an article is deposited for safekeeping, you will be given a receipt. If withdrawn, you will be asked to present the receipt.

We encourage you to maintain an insurance policy on personal items kept with you, such as wedding rings or other jewelry items, televisions, radios, tablets, or other items of higher monetary value.

For a nominal fee, the facility can provide stationery, postage and writing implements.

Your mail will be delivered to you daily. Private telephone and newspaper services may be arranged at your cost. A telephone is available to any resident who wishes to make a private telephone call.

Visits & Outings

You are encouraged to visit your relatives and friends in their homes or participate in outings when your condition will permit, and these practices are permitted by your physician. Arrangements for overnight leave may be made in advance with the charge nurse, to ensure proper instruction for continuity of care.

Admission, Transfer & Discharge Policy

Each resident must be admitted to the facility on the recommendation of a licensed physician. It is the policy of this facility, as well as a state-mandated regulation, that no resident may be retained who requires services beyond those that the facility is licensed to provide or has the functional ability to provide. This determination is made by the facility Administrator, in consultation with the Director of Nursing (DON) and the medical director.

In the case of an involuntary relocation, the facility will give you and/or your family advance notice of the reason for transfer or discharge, along with an opportunity to appeal the decision, as required by law. We will assist in arranging for appropriate continued care in the community. In the case of voluntary relocation, we request that you or your family give the facility reasonable advance notice.

Notification of Change

Whenever there is a change of a medical or non-medical nature, the facility will consult with you immediately and will notify your attending physician and interested family member or legal representative within 24 hours, except in the event of an emergency, in which case the notification will take place as soon as possible. Some of these changes may include:

- An accident that results in injury
- A significant change in your physical, mental or psychosocial status
- A need to alter your treatment significantly
- A decision to transfer or discharge you from the facility
- A change in room or roommate assignment
- A change in resident's rights under federal or state law or regulations that must be acknowledged in writing

For this reason, the facility will record and periodically update the address(es) and phone number(s) of your interested family member(s) and/or legal representatives. We request that you notify us promptly if there are any changes in name, address or phone number of your legal representative or interested family members.

Infection Control

From time to time, residents are admitted who have been exposed to a communicable disease. This resident will be placed on appropriate infection control precautions. Special techniques will be observed in their care and treatment, in order to prevent the spread of disease, as directed by various disease prevention mandates and healthcare authorities. Members of the family

and other potential visitors may continue to visit, provided that proper infection control procedures are followed, as required by the facility.

Roommates

If you share a room with another person and desire a radio or television, as a courtesy, you should secure permission of the other resident occupying the room as well as the administrator, before bringing the appliance to the facility.

Every effort is made to select compatible roommates. From time to time, circumstances (e.g., medical reasons) may require that a room change be made. You will be notified in advance of such a change and all efforts will be made to ensure this is a positive and favorable transition, to the best of our ability.

Your Plan of Care

We take pride in developing a complete plan of care for each individual resident. This care plan is designed to meet the resident's individual medical, social, personal and dietary needs. The plan is developed by our professional staff, under the guidance of your personal physician and/or our consulting medical director.

Within a few days of admission, we will meet with you and gather specific information that will enable our staff to develop rehabilitation goals for your plan of care. You and your family are encouraged to attend this meeting and give input into the patient care planning conference that is held quarterly. The complete plan of care will be reviewed with you and those you wish to be included on a regular basis.

Visitation Policy

We encourage visitors and will assist you with special arrangements to entertain your guests. Children are welcome and should remain supervised by an adult at all times.

Please advise your guests that all food items and clothing brought into the facility must be checked at the nursing station prior to being brought to you. All food gifts must be in sealed containers. Pet visits may be arranged but pets cannot remain overnight, in consideration of the comfort of other residents, in accordance with facility policy.

RESIDENT RIGHTS AND PROTECTIONS

As a resident of a nursing home, you have the same rights and protections as all United States citizens. Nursing home residents also have specific rights and protections under state and federal law. These can vary by state. The nursing home MUST provide you with a written description of your legal rights. You are encouraged to keep the information you receive about your rights, admission, transfer policies and any other information you receive from the nursing home in case you need to review it later.

At a minimum, Federal law specifies that a nursing home resident's rights include:

- **Freedom from Discrimination:** Nursing homes don't have to accept all applicants but must comply with the Civil Rights laws that do not permit harassment or discrimination based upon any protected class including race, color, national origin, sex, age, or disability. If you believe you have been discriminated against, please notify your Administrator or Abuse Coordinator.
- **Respect:** You have the right to be treated with dignity and respect. If it is appropriate to your care plan, you have the right to make your own schedule including when you go to bed, when you rise in the morning, and when you eat your meals. You also have the right to choose the activities you want to attend.

- **Freedom from Abuse and Neglect:** You have the right to be free from verbal abuse, sexual abuse, physical abuse, mental abuse and involuntary neglect from anyone. This includes, but is not limited to, nursing home staff, other residents, consultants, volunteers, staff from other agencies, family members, legal guardians, friends, or other individuals. If you have been abused or neglected (your needs have not been met) report this to the nursing home, your family, or the Abuse Coordinator or Social Service Director immediately. It may be appropriate to report the incident of abuse to local law enforcement, the Ombudsman or the Medicaid Fraud Control Unit. Your Abuse Coordinator will be able to assist with this process.
- **Freedom from Restraints:** A physical restraint is any manual method, physical or mechanical device, material or equipment used on or near a person's body that prevents the freedom of movement or access to one's own body. Chemical restraints are drugs, such as anti-psychotic or psychotropics, that are used to limit freedom the freedom of movement for an individual and are not medically necessary to treat other health symptoms. Restraints may not be used for punishment or for the convenience of nursing home staff. You have the right to refuse restraints, even if you are at risk of harming yourself or others.
- **Information on Services & Fees:** You must be informed, in writing, about services and fees upon admission to the nursing home. The facility cannot require a minimum entrance fee as a condition of admission.
- **Money:** You have the right to manage your own money. If you ask the nursing home to manage your personal funds, you must sign a written statement that allows the appropriate facility personnel to handle your finances or you may choose to allow a trusted person outside of the nursing home to do this for you. The nursing home must allow you access to your bank accounts, cash and other financial records when requested. Your money, if over \$50, must be placed by the nursing home, in an account that will provide interest. They must also provide quarterly statements. The nursing home is obligated to protect your funds from any loss by buying a bond or providing other, similar protections.

- **Privacy, Property & Living Arrangements:** You have the right to privacy and to keep and use your personal belongings/property, as long as they don't interfere with the rights, health and or safety of others. Nursing home staff should never open your mail unless you allow it. You have the right to use a telephone and talk privately. The nursing home must protect your property from theft. This may include a safe in the facility or cabinets with locked doors in resident rooms. If you and your spouse live in the same nursing home, you are entitled to share a room (if you both agree to do so).
- **Medical Care:** You have the right to be informed about your medical condition, medications and to see your own doctor. You have the right to refuse medications and treatments (please be advised that this could be harmful to your health). You have the right to take part in developing your care plan. You have the right to look at your medical records and reports when you ask. Please note that this will be handled in a timely manner.
- **Visitors:** You have the right to spend private time with visitors at any reasonable hour. The nursing home must permit your family to visit you at any time if you wish to see them. You do not have to see any visitor that you do not want to see. Any person that gives you help with your health or legal services may see you at any reasonable time. This includes your doctor, representative from the Health Department, and your Long-Term Care Ombudsman. These are just a few examples and may include other individuals that provide a service to you.
- **Social Services:** The nursing home must provide you with any needed social services, including counseling, help solving problems with other residents, help in contacting legal and financial professionals and discharge planning.
- **Leaving the Nursing Home:** Living in a nursing home is your choice. You can choose to move to another place. However, you should coordinate your departure with a social worker. If you don't, you may have to pay an extra fee. If you are going to another nursing home, make sure there is a bed available. Your social worker can help you. If your health allows, and your doctor agrees, you can spend time away from the nursing home visiting

friends or family during the day or overnight. This is called a leave of absence. We ask that you please talk to the nursing home staff a few days ahead of time if you want to do this, so that medications and care instructions can be prepared. If there is an overnight stay, you must pay for a bed hold. Notify Social Services if you have any questions about bed hold days.

****If your nursing home care is covered by certain health insurance, you may not be able to leave for visits without losing your coverage****

- **Complaints:** You have the right to make a complaint to the staff of the nursing home, or any other person, without fear of punishment. The nursing home must resolve this issue promptly. If available, your Social Service worker is a helpful person to help you or your family to file a complaint.

- **Protection Against Unfair Transfer or Discharge:** You can't be sent to another nursing home or made to leave the nursing home unless:
 - It is necessary for the welfare, health or safety to you or others
 - Your health has declined to the point that the nursing home can't meet your needs
 - Your health has improved to the point that the nursing home is no longer necessary
 - The nursing home has not been paid for services you received
 - The nursing home closes

Except in emergency situations, the nursing home must give you a 30 day written notice before they can discharge or transfer you. You have the right to appeal a transfer to another facility. A nursing home cannot make you leave if you are waiting to be approved for Medicaid. The facility should work with other state agencies to get payment if a family member or other individual is holding your money.

- **Your Family & Friends:** Family members and legal guardians may meet with the families of other residents and may participate in family councils. By law, nursing homes must develop a plan of care (care plan) for each resident. You have the right to take part in the process and family members can help with your care plan, with your permission. If your relative is your legal guardian or power of attorney and you are unable to appropriately handle your care due to limitations, in accordance with state and federal regulations, then they have a right to make important decisions on your behalf. This will be explained to you during intake and information will be provided to assist you when making the decision of appointment of a power of attorney/surrogate/legal guardian. Family and friends can help make sure you get good, quality care. They can visit and get to know the staff and the nursing home rules. They are also encouraged to reach out to any member of the management team for assistance or concerns with your care.

RESIDENT CONCERNS

The facility encourages all residents to voice their concerns or complaints through the facility grievance procedure and provide us an opportunity for resolution. With your help, we are confident that we can respond to your concerns quickly, resolve any problems as they occur and avoid similar instances from occurring in the future. We have enclosed a copy of the concern/grievance form if you need to complete one. You may also find a form in the Social Services office or request one from a charge nurse. If you would like to leave a comment/concern for the facility, there are secured white boxes located beside the Social Services office door and beside the doors to the front entrance (bird room). We are happy to address any concerns you may have. However, should the resident desire to contact an outside advocacy group, the names, addresses and telephone numbers are provided on the next page in your handbook.

Contacts for Filing Complaints Outside the Facility

Tennessee Long-Term Care Ombudsman

Tennessee Commission on Aging and Disability

502 Deaderick Street, 9th Floor

Nashville, TN 37243

(615) 253-5412- office

(615) 741-3309- fax

(877) 2236-0013- toll free

teresa.teeple@tn.gov

Tennessee Dept. Of Health

Division of Health Care Facilities

665 Mainstream Drive, 2nd Floor

Nashville, TN 37243

(615) 741-7221- office

(800) 778-4504- toll free

Medicaid Fraud Control Unit

Tennessee Bureau of Investigation

901 R. G. Gass Boulevard

Nashville, TN 37216

(615) 744-4000

East Tennessee Division

5904 Lyons View Pike

Knoxville, TN 37919

(865) 588-5686- office

(865) 594-5739- fax

Adult Protective Services

(888) 277-8366- toll free

(865) 594-5685- Knoxville

(423) 634-6624- Chattanooga

(615) 532-3492- Nashville

(901) 543-7800- Memphis

West Tennessee Division

2975 Highway 45 Bypass, Suite C

Jackson, TN 38305

(731) 984-9684- office

(731) 984-0064- fax