



Bridges

A Newsletter for the Families and Friends of Carol Woods
Residents in Assisted Living and the Health Center

Volume 3, Issue 2 Chapel Hill, NC December 2008

We Hear You!

By Jen Wilson, Director of Well-Being

During August, we invited feedback from family and friends of Assisted Living and Health Center residents through a Family Survey. We are grateful for the time you gave in providing thoughtful, insightful responses. We learned a lot about our strengths and opportunities for improvement and would like to use this *Bridges* issue to share the findings and some resources with you.

Overall, family are pleased with the care and services offered in Assisted Living and the Health Center. We are glad to hear that you appreciate our compassionate staff and focus on promoting residents' independence and that you gain peace of mind from knowing your loved one lives at Carol Woods. Comments such as "I appreciate most that the staff cares about my mother as a person" and "Carol Woods is a gift from heaven for my dear mother" tell us we are meeting our community mission and values.

We also heard that communication could be more effective. Not all are aware that a handbook for Health Center residents' families and this newsletter, *Bridges*, are



available to provide information about Carol Woods. Many respondents asked that we provide regular updates on a resident's health and well-being, which suggests that not all know that each resident has a Care Coordinator. This individual is the "go-to person" for residents and families. Please see the "FAQ" section, beginning on page 2, to learn more about the role of the Care Coordinators and contact information for each.

Some family members also pointed out specific ways Carol Woods can better support the well-being of their loved one. For example, you may have written that you saw a need for physical therapy or for regular opportunities to be outdoors. For us, this reinforced the need for family input and the importance of Care Coordinators who can pass information on to appropriate staff members who could facilitate or act on such ideas.

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**(We Hear You!,
continued from page 1)**

Additionally, about half of Health Center survey respondents and less than half of the Assisted Living survey respondents felt they had adequate information about the resident's plan of care. Please see the "FAQ" section to learn more about how you can be involved in creating and maintaining these plans.

Overall, your feedback has helped us see that we can better inform families of resources that help to connect them to Carol Woods. Therefore, this issue of *Bridges* offers information about avenues for giving and receiving information. To help us continue to learn from families, we are reviving a Family Support Taskforce, which will shepherd our efforts to foster communication and collaboration between Carol Woods and families. Participation involves quarterly meetings, and family members are welcome to participate by phone. Please contact me if you are interested in becoming involved.

Carol Woods strives first and foremost to support the well-being of our residents. Your feedback helps us know how we are on track and how we can develop. Many thanks, again, for your insight. Keep it coming.

I can be reached at (919) 918-2642 or jwilson@carolwoods.org

Interested in a Care Plan Meeting?

These sessions allow the resident, family and members of the interdisciplinary team to review care needs, set goals and identify interventions. Although some meeting dates are scheduled to meet regulatory guidelines, LaShandra McLaughlin, Health Center Social Worker, is happy to schedule a team meeting if you are visiting. Please refer to "clip and save" box on page 3 for contact information.

Frequently Asked Questions

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It can be difficult to determine which staff member is most appropriate to contact with questions or concerns. While any team member is available to assist you, we realize there are times when specific questions are best addressed by specific staff members.

We hope this "Frequently Asked Questions" section will help you to identify the most appropriate **first** point-of-contact for a specific issue. We have also provided a "clip and save" Points of Contact box on page 3.

Who is the Care Coordinator, and what is his/her role?

A Care Coordinator is designated for each resident in Assisted Living and the Health Center. Please see the "clip & save" box for contact information. This is your first point of contact for any questions related to resident care needs.

What is a Service Plan?

An individualized document that guides staff in providing the assistance needed by each Assisted Living resident. It is updated as the resident's needs change. Contact the AL Care Coordinator if you have questions or suggestions related to the service plan.

What is a Care Plan?

An individualized document specifying interventions and approaches staff employ to help the Health Center resident reach goals identified by a thorough interdisciplinary assessment process. It is updated as the resident's needs change. Please contact the appropriate Care Coordinator if you have questions or suggestions related to the care plan.

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(FAQ, continued from page 2)

Does Carol Woods offer counseling to residents? Yes. Two social workers, a pastoral counselor and a clinical psychologist are available on site to provide counseling for social, emotional or spiritual concerns.

My aunt loves being outdoors. Who should I speak with if she needs assistance in creating opportunities to do so?

We strive to provide opportunities that are enjoyable and meaningful to each resident. To learn more about available opportunities or to brainstorm ideas, please contact one of the Life Enrichment Facilitators. They also assist in planning special events, holiday celebrations and outings.

Who do I contact on nights and weekends if I have questions about my loved one's health?

Contact our communications desk at (919) 968-4511 (staffed 24 hours/day). They can transfer you to the appropriate building or nurse on call.

I have a question that does not relate to care needs...

Begin by contacting the social worker for the resident's location, listed in the "clip and save" box, for assistance in addressing concerns.

Carol Woods Points of Contact

(919) 968-4511
Communications Desk - 24 hrs/7 days

Assisted Living

Anna Watkins, Care Coordinator
(919) 918-3302, awatkins@carolwoods.org

Sue Schwartz, Life Enrichment
(919) 918-3357, sschwartz@carolwoods.org

Jenny Eller, Social Work Coordinator
(919) 918-2610, jeller@carolwoods.org

Health Center

Lygia Yarborough and Nadine Warner,
2nd Floor Care Coordinators
(919) 918-3214
lyarborough@carolwoods.org
nwarner@carolwoods.org

Greg Cassady and Octavia Dail-Gilbert,
3rd Floor Care Coordinators
(919) 918-3300
gcassady@carolwoods.org
odail@carolwoods.org


Judy Benjamin, Life Enrichment
(919) 918-3223, jbenjamin@carolwoods.org

Pam Johnson, Life Enrichment
(919) 918-3303, pjohnson@carolwoods.org

LaShandra McLaughlin, HC Social Worker
(919) 918-3216, lmclaughlin@carolwoods.org

Let's Save Trees!

Interested in receiving future issues of *Bridges* via email? Please notify Jenny Eller (jeller@carolwoods.org) of this preference.



*We value our relationship with you
and look forward to working with you in
the year to come. Wishing you a very happy
Holiday Season and a New Year filled with
peace and prosperity.*

The Carol Woods' Team



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