

## The ALTERNATIVE SOLUTIONS PAGE



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### How to be Prepared for State Inspection and Resident Council

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If you're holding monthly resident council meetings and are following up on every issue immediately, you will have no surprises. If you have not implemented more empowerment groups and the environment is toxic, than it can be guaranteed that the first time you hear of an issue will be from a state surveyor. There should be no surprises during an inspection. We caution you not to pump the residents for information about the "group meeting" with the inspectors.

Action steps to prepare for state inspection:

1. Trend the resident council minutes.
2. Begin asking the exact same questions the surveyors will ask in the group meeting. These questions can be found in the Long Term Care Survey Book. The page is found in front of the book and is titled: Quality of Life Assessment, Group Interview. Document the questions and responses. Assisted Living does not have federal guidelines but it is recommended that Assisted Living and Adult Day Care follow the same guideline questions for your council meetings. You can purchase the book from American Health Care Association in Washington D.C.
3. Each month review one resident right with the Resident Council. Ask the Social Worker to review the resident right. Place the resident right to be reviewed on the Activity Calendar in bold print and in the newsletters.
4. Provide a form for high functioning residents who do not attend the meeting to complete. The form should ask for their suggestions or concerns. Do not give their name at the meetings. Present their comments at the resident council meetings.
5. Keep a folder of all resident council meetings and label this folder, "State Surveyors Ready File." This file contains the resident council minutes with resolutions and activity calendars. For the activity calendars, bold anything on the calendar that you want surveyors to be aware of such as trips, intergenerational events, pet therapy, empowerment groups, etc.
6. Meet with your volunteer ombudsman if you have one. Each time the volunteer is in the building, have an exit meeting and document all concerns or suggestions and follow up. The volunteers do complete written reports of each visit and submits their reports to their volunteer coordinator with the agency they are working for. In turn, these are submitted to state surveyors. The volunteer ombudsman should not be attending the resident council meetings unless invited. Families should never be allowed to attend these private meetings.
7. Hold monthly Administrators Tea's for the highest functioning residents. This should be a very formal event, with china and a special snack. This is not a complaint session rather a time to gather and discuss an issue, such as how the residents planned for a special holiday in their home. Have an topic to discuss and props to go with it. It should be 45 minutes long. This provides a forum to build a relationship with the administrator and sets the tone for an "open door policy" to the administrator. Residents will come to the administrator if they develop a rapport
8. Prepare a list of the residents names who will be attending the group meeting with the inspectors and keep in this folder. It should contain 5 resident names. Do not invite the entire resident council to the surveyor's group meeting.
9. Prepare "Do Not Enter Signs Resident Council in Process" for all doors leading into the room where the surveyors will be meeting with the residents.
10. Type up the names of the residents (5) who will be attending the group meeting and present to the surveyors during the entrance meeting. It's is good to provide the resident names so that they are aware in advance of who will be attending the meeting. You only need 5 names. It is a sampling of the residents who attend the meeting and it should include the executive council if you have a president and vice president.
11. Work now to recruit a President and Vice President of the resident council.
12. Play a monthly resident rights bingo.
13. Yearly update the charts to show residents have been advised of their resident rights.
14. At every council meeting, note in the minutes that you have discussed where the resident rights are posted.

### ABOUT SANDRA

Sandra Stimson has experience as a corporate consultant, Corporate Trainer and National Speaker. Her experience is in long term care, as

Activity Director, Director of Alzheimer's Units and Assistant Administrator of a 550 bed long term care county home. She is Co-founder of Pet Express Pet Therapy Club, is a Life Replay Specialist. Sandra implements dementia units nationwide. Sandra has written several books, Volunteer Management Essentials for Long Term Care and Pet Express Pet Therapy Program. Sandra has been a facilitator for Alzheimer's support groups and is the Awards Chair for the NJ Association of Activity Professionals. Sandra is the Executive Director of **National Council of Certified Dementia Practitioners**  
<http://www.nccdp.org>.

[Alternative Solutions in Long Term Care](#) offers resources for health care professionals in many areas of dementia care, care plans, Snoezelen products, dementia activity calendars, adult day care calendars, sensory calendars, reminisce videos for dementia, activity books, and dates to remember, party supplies, resources and links.



National Council of Certified Dementia Practitioners

