

## Resources for Seniors, Inc.

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### LONG TERM CARE FACILITIES

Families provide the majority of care to older relatives. The care is often provided in the older adult's own home or in the home of a family caregiver. However, sometimes the physical, emotional and social demands on the caregiver can become more than the family can handle. Families may reach the decision that care in the home is no longer possible after all other options have been considered. The family may find that their relative's safety and health is at risk if they remain at home. Whenever possible the older adult should have a major role in the decision-making process from beginning to end.

Finding a facility that meets the needs of the older adult can be an overwhelming task for family members. The placement decision may have to be made at a time of crisis, leaving little time for the selection process. However, it is important to evaluate prospective facilities as carefully as possible to ensure that the facility provides the level of care, staff training and expertise to meet your relative's special needs. If physical rehabilitation is needed, ask about the facility's rehabilitation program. If your relative has dementia, does the facility have a special care unit? If not, how will they meet these special needs?

Levels of care provided in long term care facilities are described below:

Nursing Care is appropriate when the patient needs on-going nursing intervention and supervision following illness or for chronic conditions. It is also appropriate for short-term intensive physical, occupational or speech rehabilitation therapy. The patient's care is under the direction of a physician.

Domiciliary Care is custodial care for persons who do not need skilled medical intervention, but cannot live alone unsupervised. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision is provided. This care can be provided in a nursing facility, adult care home (or assisted living home), family care home, or DDA home (group home for developmentally disabled adults). In North Carolina, this level of care is licensed as "**adult care**". Public assistance provided through the Special Assistance program.

Wake County Human Services (WCHS) has a long-term care placement unit. Social workers can assist in evaluating the need for placement and offer support throughout the process. In addition, this agency monitors domiciliary homes on issues relating to resident's rights and licensure standards, and investigates complaints involving suspected abuse, neglect, or exploitation of residents in long-term care facilities.

A new resource to help in selecting a facility is the state's "**Star Rating System**". Adult care homes are rated based on annual inspections. Consumers can search a website by facility location or by individual facility name. Each facility has a numerical score from 0-100 and a star rating from 0-4 stars. **To search for star ratings, go to: <http://www.dhhs.state.nc.us/dhsr/acls/star/search.asp>**

## Paying for Long Term Care

Long term care can be very costly. The cost of domiciliary care in Wake County averages about \$1800 in small family care homes, and can range from \$2000 to over \$5000 in larger assisted living settings, depending on the type of accommodations and the level of care needed. These averages are for facilities that have only domiciliary beds. Nursing facilities' charges can be more than \$6000 per month, depending on level of care. Most people cannot afford the cost of care for an extended period of time. It is a common misconception that Medicare will cover most of the cost. In fact, **Medicare pays for less than 2 percent of nursing home care.** Medicare will only pay for time-limited skilled care after meeting strict criteria including prior hospitalization.

Medicaid (the federal/state program providing health coverage for financially needy individuals) covers the cost of nursing home care for many people when they have exhausted their personal resources. To be eligible, the nursing home resident must meet age and disability criteria as well as meeting income and resource limits. **Owning a home does not automatically disqualify a person from receiving Medicaid for long-term care.** Also, a couple with one member remaining at home while the other goes into a facility does not have to spend all of their joint resources before qualifying. Medicaid rules allow protection of some income and assets for the spouse remaining at home.

Assisted living is not considered a medical service, and so the majority of the cost is not covered under Medicaid, but under a state/county program called Special Assistance for Adults, which is administered locally by Wake County Human Services. This program also has strict age, disability, income, and resource criteria. If eligible, the resident also receives Medicaid to cover the cost of medical and medically-necessary personal care services. **For more information about eligibility guidelines for either Medicaid or Special Assistance for long term care, call WCHS at 212-7541 and ask for a long-term care specialist.**

While evaluating a long-term care facility, discuss the financing options the facility will accept. If it is a nursing facility, ask if the facility is Medicare and Medicaid certified. If it is a rest home or assisted living facility, will they accept Special Assistance? Does the facility expect payment in advance? Can they accept a patient with Medicaid application pending?

Note that even if a facility accepts Medicaid, they may limit the number of beds allocated for Medicaid patients. As a result it may be difficult to find a long-term care bed for an individual who is entering the facility on Medicaid or Special Assistance. Most patients are admitted to nursing homes directly after a hospitalization. Otherwise, it is often easier to find a place if the individual is able to pay privately for some period of time, then convert to public assistance funding when personal resources are exhausted.

## Nursing Facilities

These facilities are licensed to provide skilled and intermediate care; some also have adult care (assisted living) rooms available. Facilities that have special units for Alzheimer's/dementia care are noted where appropriate. All of these facilities are Medicare and Medicaid certified, though availability of Medicaid beds may be limited.

Blue Ridge Health Care Center .....	781-4900
3830 Blue Ridge Road, Raleigh, NC 27612	<i>(134 nursing beds)</i>
Capital Nursing and Rehabilitation Center.....	231-6045
3000 Holsten Lane, Raleigh, NC 27610	<i>(125 nursing beds)</i>
Cary Health and Rehabilitation.....	851-8000
6590 Tryon Rd, Cary, NC 27518	<i>(120 nursing beds, 30 adult care beds)</i>
Guardian Care of Zebulon .....	269-9621
509 West Gannon Avenue, Zebulon, NC 27597	<i>(60 nursing beds)</i>
Hillside Nursing Center of Wake Forest.....	556-4082
968 Wait Avenue, Wake Forest, NC 27587	<i>(130 nursing, 20 adult care, 12 dementia care beds)</i>
Laurels of Forest Glenn .....	772-8888
1101 Hartwell Street, Garner, NC 27529	<i>(120 nursing beds, 20 adult care beds)</i>
Litchford Falls Healthcare & Rehabilitation Center.....	878-7772
8200 Litchford Road, Raleigh, NC 27615	<i>(90 nursing beds, 24 adult care beds)</i>
The Oaks at Mayview ( <i>was Mayview Convalescent Center</i> ) .....	828-2348
513 E. Whitaker Mill Road, Raleigh, NC 27608	<i>(139 nursing beds)</i>
Raleigh Rehabilitation & Health Care Center .....	828-6251
616 Wade Avenue, Raleigh, NC 27605	<i>(157 nursing beds)</i>
Rex Rehabilitation and Nursing Care Center of Apex .....	363-6011
911 South Hughes Street, Apex, NC 27502	<i>(107 nursing beds)</i>
Rex Rehabilitation and Nursing Care Center .....	784-6600
4210 Lake Boone Trail, Raleigh, NC 27607	<i>(120 nursing beds)</i>
Sunnybrook Healthcare and Rehabilitation Specialists .....	231-6150
25 Sunnybrook Road, Raleigh, NC 27610	<i>(95 nursing beds, 19 transitional care beds)</i>
Tower Nursing and Rehabilitation Center ( <i>was City of Oaks</i> ) .....	231-8113
3609 Bond Street, Raleigh, NC 27604	<i>(180 nursing beds, 6 adult care beds)</i>
Unihealth Post Acute Care ( <i>was The Oaks of Carolina</i> ) .....	755-0226
2420 Lake Wheeler Rd, Raleigh, NC 27603	<i>(130 skilled nursing beds, 20 dementia care beds)</i>
Universal Health Care and Rehabilitation Center.....	872-7033
5201 Clarks Fork Drive, Raleigh, NC 27616	<i>(132 nursing beds)</i>

WakeMed - Fuquay-Varina ..... 350-4600  
400 West Ransom Street, Fuquay-Varina, NC 27526 (36 skilled nursing beds)

Wellington Rehabilitation and Healthcare ..... 266-7744  
1000 Tandal Place, Knightdale, NC 27545 (80 nursing beds, 20 adult care beds)

### Adult Care Homes (Assisted Living)

The homes listed below are licensed by the state as Adult Care to house 7 or more residents.  
Facilities with special units for Alzheimer's/dementia care are noted.

Aversboro Assisted Living (*Special Assistance accepted*)..... 779-4560  
1437 Aversboro Road, Garner, NC 27529 (126 beds)

Brighton Gardens (*Private pay*)..... 571-1123  
3101 Duraleigh Road, Raleigh, NC 27612 (Licensed for 90 residents, 25-bed dementia unit)

Brookridge Assisted Living (*was Atwater Rest Home; Special Assistance accepted*)..... 362-6266  
312 Lynch Street, Apex, NC 27502 (Licensed for 55 residents)

Carillon Assisted Living of Fuquay Varina (*Special Assistance accepted*) ..... 577-8102  
6516 Johnson Pond Road, Fuquay Varina, NC 27526 (Licensed for 96 residents; 36 dementia beds)

Carillon Assisted Living of Knightdale ..... 266-6676  
2408 Hodge Rd, Knightdale, NC 27545 (Licensed for 96 residents; 26 dementia beds)

Carolina House of Cary (*Private pay*) ..... 460-5959  
111 MacArthur Drive, Cary, NC 27513 (Licensed for 74 residents; Alzheimer's care program)

Carolina House of Wake Forest (*Private pay only*)..... 562-8400  
611 South Brooks Street, Wake Forest, NC 27587(Licensed for 69 residents, 11-bed dementia unit)

Chatham Commons (*Special Assistance accepted*) ..... 469-9309  
809 West Chatham Street, Cary, NC 27511 (Licensed for 80 residents)

Clare Bridge of Cary (*Private pay*)..... 852-1355  
7870 Chapel Hill Road, Cary, NC 27513 (Licensed for 50 residents; all have dementia)

Coventry House of Zebulon (*Special Assistance accepted*) ..... 269-7762  
1205 W Gannon Ave, Zebulon, NC 27597 (Licensed for 60 residents)

The Covington (*was Pine Tree Villa; Special Assistance accepted*)..... 791-1981  
4510 Duraleigh Road, Raleigh, NC 27612 (120 residents; 60 dementia care beds)

Elmcroft of Northridge (*was Outlook Pointe at Northridge; Special Assistance accepted*) ..... 848-4906  
421 Van Thomas Drive, Raleigh, NC 27615 (120 residents; 58 dementia care beds)

Falls River Court ( <i>Private pay</i> ) .....	844-2499
1130 Falls River Avenue, Raleigh, NC 27614	(Licensed for 38 residents, all have dementia)
Falls River Village ( <i>Private pay</i> ).....	844-9747
1110 Falls River Avenue, Raleigh, NC 27614	(Licensed for 60 residents)
HeartFields Assisted Living ( <i>Private pay</i> ) .....	852-5757
1050 Crescent Green Drive, Cary, NC 27518	(Licensed for 90 residents; 16 dementia beds)
The Heritage of Raleigh ( <i>Private pay</i> ).....	334-2222
1200 Carlos Drive, Raleigh, NC 27609	(35 adult care units in 219-unit retirement community)
James Rest Home ( <i>Special Assistance accepted</i> ) .....	362-8856
8420 James Rest Home Road, New Hill, NC 27562	(Licensed for 40 residents)
Lawndale Manor ( <i>Special Assistance accepted</i> ) .....	662-0099
601 Lakeside Drive, Garner, NC 27529	(Licensed for 62 residents)
Lee's Long Term Care Facility, Inc. ( <i>Special Assistance accepted</i> ).....	772-8846
7133 Rock Service Station Road, Raleigh, NC 27603	(Licensed for 60 residents)
Magnolia Glen ( <i>Private pay</i> ) .....	841-4747
5301 Creedmoor Road, Raleigh, NC 27612	(Licensed for 48 adult care residents, within larger retirement community)
Morningside Assisted Living and Memory Care ( <i>Private pay</i> ) .....	828-5557
801 Dixie Trail, Raleigh, NC 27607	(Licensed for 94 residents, 42 dementia beds)
Oliver House ( <i>Special Assistance accepted</i> ) .....	366-9737
4230 Wendell Boulevard, Wendell, NC 27591	(Licensed for 100 residents)
Phoenix Assisted Care ( <i>was Parkway Retirement Home; Special Assistance accepted</i> ).....	460-8644
201 West High Street, Cary, NC 27513	(Licensed for 120 residents)
Spring Arbor of Apex ( <i>Special Assistance accepted</i> ).....	303-9990
901 Spring Arbor Court, Apex, NC 27502	(Licensed for 76 residents)
Spring Arbor of Raleigh ( <i>Special Assistance accepted</i> ).....	250-0255
1810 New Hope Rd, Raleigh, NC 27604	(Licensed for 78 residents)
St. Mark's Manor ( <i>Special Assistance accepted</i> ) .....	363-5311
3735 Heritage Meadow Lane, Holly Springs, NC 27540	(Licensed for 12 residents)
Sunrise at North Hills ( <i>Private pay</i> ) .....	981-6100
615 Spring Forest Road, Raleigh, NC 27609	(Licensed for 130 residents, 24 dementia care beds)
Sunrise of Cary ( <i>Private pay</i> ) .....	462-9147
1206 W Chatham St, Cary, NC 27513	(Licensed for 85 residents, 32 dementia beds)
Sunrise of Raleigh ( <i>Private pay</i> ).....	787-0777
4801 Edwards Mill Road, Raleigh, NC 27612	(Licensed for 85 residents, 44 dementia beds)

Wake Assisted Living ( <i>Special Assistance accepted</i> ) .....	231-7575
2800 Kidd Road, Raleigh, NC 27610	(Licensed for 60 residents)
Wake Forest Care Center ( <i>Special Assistance accepted</i> ) .....	556-3210
306 South Allen Street, Wake Forest, NC 27587	(Licensed for 80 residents)
Windsor Point ( <i>CCRC, but will admit directly into assisted living or Alzheimer's unit</i> ).....	552-4580
1221 Broad Street, P.O. Box 1330, Fuquay-Varina, NC 27526	
Woodland Terrace ( <i>Private pay</i> ) .....	465-0356
300 Kildaire Woods Drive, Cary, NC 27511	(Licensed for 84 residents, dementia care unit)
Zebulon House ( <i>formerly Yarborough-O'Neal Villa; Special Assistance accepted</i> ).....	269-6061
551 Pony Road, Zebulon, NC 27597	(Licensed for 60 residents, 31 bed dementia unit)

### Family Care Homes

Homes licensed for 6 residents or less that provide custodial care. Most accept Special Assistance.

A Good Life Family Care Home .....	834-3966
4013 Tryon Rd, Raleigh, NC 27606	
Ann's Family Care Home .....	790-7663
2801 Gladstone Drive, Raleigh, NC 27610	
Ann's Family Care Home #3 .....	790-7663
205 Fenton St, Raleigh, NC 27604	
Bainbridge Family Care Home .....	661-0289
202 Bainbridge Circle, Garner, NC 27529	
Baker's Family Care Home .....	269-5852
215 Riverside Drive, Zebulon, NC 27597	
Brown's Family Care Home .....	362-6686
8416 James Rest Home Road, State Road 1182, New Hill, NC 27562	
Common Ground at Riverknoll .....	696-1772
1616 Riverknoll Drive, Raleigh, NC 27610	
Compassionate Place Home.....	325-0722 or 600-3088
3401 Sheryl Drive, Raleigh, NC 27604	
Elsie's Place Family Care Home ( <i>Private pay only</i> ).....	847-9495
10916 Raven Rock Drive, Raleigh, NC 27614	
Gracie Sturdivant Care Home ( <i>Private pay only</i> ).....	217-8984
1004 Edenburghs Keep Drive, Knightdale, NC 27545	
The Haven at Waterford Landing .....	278-8120
1008 Flower Round Ct, Raleigh, NC 27610	
The Haven on Saratoga.....	850-2955
3905 Saratoga Drive, Raleigh, NC 27604	

Helm's Family Care Homes	
#1: 2305 Glascock Street, Raleigh, NC 27610 .....	851-3715
#3: 105 Avery Street, Garner, NC 27529 .....	851-3715
Joyner Family Care Home .....	829-2600
3404 Rock Quarry Rd, Raleigh, NC 27610	
Lake Wheeler Road Family Care Home .....	833-0742
1315 Lake Wheeler Road, Raleigh, NC 27603	
Linda's Family Care Home.....	231-9838
816 Peyton Street, Raleigh, NC 27610	
Long Acres Family Care Home .....	231-1404
404 Parnell Drive, Raleigh, NC 27610	
Lynn's Home at Saybrooke ( <i>Private pay only</i> ) .....	621-9670
6320 Saybrooke Drive, Raleigh, NC 27604	
Mim's Family Care Home .....	552-6455
6337 Mims Road, Holly Springs, NC 27540	
Nana's Touch Family Care Home .....	673-7717
2604 Adcox Place, Raleigh, NC 27610	
North Hills Family Care Home ( <i>Private pay only</i> ).....	571-2556
110 Dartmouth Rd, Raleigh, NC 27609	
R & S Family Care Home.....	821-4546
1445 Sawyer Road, Raleigh, NC 27610	
Seagraves Family Care Home .....	362-8556
1052 Irongate Drive, Apex, NC 27502	
Springhaven Family Care Home.....	828-3834
1308 East Lane Street, Raleigh, NC 27610	
Summer Gardens ( <i>Private pay only</i> ).....	851-3715
502 Carolina Avenue, Raleigh, NC 27606	
Summer Manor ( <i>Private pay only</i> ) .....	851-3715
9904 Baileywick Road, Raleigh, NC 27613	
Tiffany's Family Care Home .....	772-3755
1139A Benson Road, Garner, NC 27529	
Worthdale Family Care Home .....	231-9706
933 Friar Tuck Road, Raleigh, NC 27610	
Wrenette's Place .....	412-6024
7029 San Juan Hill Court, Raleigh, NC 27610	

## Advocacy for Residents of Long Term Care

- Friends of Residents in Long-Term Care ..... 782-1530  
883-C Washington Street, Raleigh, NC 27605  
*(Provide information to families or residents with concerns about issues in long term care.)*  
*(www.forltc.org)*
- Long-Term Care Ombudsman/ Regional..... 558-2711  
Triangle J Council of Governments, Area Agency on Aging  
P.O. Box 12276, RTP, NC 27709  
*(Provide information on long-term care facilities, grievance investigations and resolution.)*  
*(Fax #: 998-8101)*
- Long-Term Care Ombudsman/ State ..... 733-8395  
NC Division of Aging, 2101 Mail Service Center, Raleigh, NC 27699-2101  
*(Advocacy and information for long term care residents' concerns.)*

## Long Term Care Facilities Licensing/Monitoring

- North Carolina Division of Health Service Regulation  
*(Licenses all nursing facilities and domiciliary homes, surveys the nursing facilities for Medicare and Medicaid certification, and investigates complaints.)*  
Web: <http://www.ncdhhs.gov/dhsr>  
Certification & Licensure for Nursing Homes & Long Term Care..... 855-4520  
Certification & Licensure for Adult Care Homes/Assisted Living (Group Care)..... 855-3765
- Wake County Human Services  
*(Monitors and investigates complaints about adult care homes – assisted living, rest homes, and family care homes; can assist with placement.)*
- Web: <http://lnweb02.co.wake.nc.us/dhs/acth.nsf/webfacilityview?openview>  
Complete listing of facilities, info on complaints, online form to file a complaint  
Adult Home Specialist ..... 856-5982  
Adult Medicaid and Special Assistance applications ..... 212-7541

## Community Alternatives Program for Disabled Adults

The Community Alternatives Program for Disabled Adults (CAP/DA) provides in-home care for Medicaid recipients who would otherwise need to be in a nursing facility. The program can provide personal care, nursing services, meals, adult day health care, medical supplies, and other services. This program is intended to meet the needs of the patient and provide relief for the caregiver in the home.

**NOTE: Since 9/1/09, new enrollments in the CAP program have been frozen due to budget cuts. The waiting list is now more than two years long.**

- Community Alternatives Program for Disabled Adults (CAP/DA) ..... 872-7933  
Resources for Seniors, Inc., 1110 Navaho Drive, Fourth Floor, Raleigh, NC 27609

## **Internet Information**

Nursing Home Compare feature of Medicare website, with inspection results:

**<http://www.medicare.gov/NHCompare/home.asp>**

Wake County Nursing Home information, including Community Advisory Committee reports:

**<http://lnweb02.co.wake.nc.us/dhs/acth.nsf/webnhview?openview>**

Wake County Adult Care Home information, with complaints/corrective actions:

**<http://lnweb02.co.wake.nc.us/dhs/acth.nsf/webfacilityview?openview>**

NC Adult Care Home **Star Rating System**:

**<http://www.ncdhhs.gov/dhsr/acls/star/index.html>**

NC Division of Health Service Regulation website provides listings of nursing homes, adult care homes, hospitals, and home care agencies licensed by the state at:

**<http://www.ncdhhs.gov/dhsr/reports.htm>**

Information about Medicaid for long term care is available at:

**<http://www.dhhs.state.nc.us/dma/>**

Click on “Consumer Links”, then “Long Term Care” and then refer to the Financial Rules for Long Term Care Medicaid Recipients and Long Term Care Frequently Asked Questions.

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