

JANUARY - FEBRUARY 2023



# *Choose Well*

## Member Newsletter

NEW YEAR'S



**sarsis**

Health | Technology Solutions

**HAPPY NEW YEAR!**

**2023**

A festive New Year's graphic. The background is a solid blue. In the center, the year '2023' is written in large, white, bold, sans-serif font. Above the year, the words 'HAPPY NEW YEAR!' are written in a smaller, white, bold, sans-serif font. The entire graphic is decorated with a dense layer of gold confetti, including small squares, stars, and wavy streamers. There are also several semi-transparent blue circles of varying sizes scattered around the confetti.





## What's *INSIDE!*

- 04 Facility Feature: Gentle Hearts
- 06 Article: Resident Rights
- 08 Resident Spotlight: What is Your New Year's Resolution?

## MEMBER COUNT

By HHSA region, this is how Choose Well membership is distributed countywide.

HHSA Region	Total in Region
Central	14
East	25
North Central	42
North Coastal	41
North Inland	70
South	18
County Total	210







## FACILITY FEATURE: *Gentle Hearts*

Gentle Hearts Assisted Living is one of Choose Well's newest member RCFEs. Jullia Arida and her mother, Elizabeth Gonzalez, co-own and operate Gentle Hearts in Chula Vista. Jullia has a nursing degree, a degree in business administration, and is a certified PAC (Positive Approach to Care) consultant, while Elizabeth has a degree in special education, training as a food manager, and several years of experience caring for children and older adults. Jullia primarily manages the administrative side of their business, while Elizabeth supervises the caretakers.





Jullia's inspiration for entering the assisted living industry was her grandfather, who dealt with dementia. Caring for her grandfather and father who were ill was an inspiration to care for older adults to live a healthy and fulfilling life. After more than a decade of being in the business, Jullia and Elizabeth owned six facilities for the elderly, two of which are in California.

We asked Jullia how Gentle Hearts plans to celebrate the new year at their facility and with their residents. Jullia shared that "Gentle Hearts plans to provide residents with a jump start to the new year by holding activities for the memory care residents to enjoy such as reminiscing therapy to help them recall happy memories of the past by showing them pictures in a life story book which allows them to feel valued, content, and peaceful." Other activities will include inviting a music therapist to their facility as well as providing aromatherapy. These activities involving senses improve memory and cognitive abilities of residents with dementia and memory loss.

Since Elizabeth enjoys cooking, Gentle Hearts often hosts "food socials" for their residents. Jullia is especially proud that their RCFE provides personal food accommodations for their residents. Residents are able to choose the type of food they enjoy and Elizabeth happily prepares meals of their favorite cuisines.

We are happy to have Gentle Hearts as an active member of the growing Choose Well community. Thank you to Jullia and Elizabeth for providing exceptional memory care to older adults. We know your residents will enjoy the New Year's activities you have planned for them.





# Resident Rights

**K**nowing your residents' rights and following required procedures can prevent unnecessary accusations later on from residents and their family, as well as avoid citations from licensing. While there are numerous regulations governing resident rights, there are several common ones that are easily preventable.

**HSC 1569.153** requires RCFEs to have a theft and loss program and maintain a detailed and up-to-date inventory of resident personal property and valuables. Community Care Licensing provides a standard LIC 621 form to keep track of this information. Sometimes, this form is not updated when friends or family visit and gives the resident additional items like coat hangers or bed sheet protectors. Train staff to look for new items and give the resident or their family an opportunity to update the list. Similarly, if an item is removed, staff should ask the resident or their family to sign off on deleting it from the inventory. By proactively demonstrating that your facility already has careful checks in place, stressful and time-consuming disputes might be avoided if personal articles go missing later.

View this link for a copy of the LIC 621 form:

[www.cdss.ca.gov/cdssweb/entres/forms/English/LIC621.PDF](http://www.cdss.ca.gov/cdssweb/entres/forms/English/LIC621.PDF)



**HSC 1569.655** requires a 60-day notice for fee increases. With the recent and rapid cost increases due to inflation, licensees may be tempted to quickly raise rates to cover their own sudden increased expenses, without giving sufficient notice. Licensees may also be under the incorrect assumption that a 30-day notice is sufficient as with traditional real estate rental property. Several facilities in San Diego County have been cited recently for failing to give residents a proper 60-day notice. Since these notices are documented in writing, an improper notice often results in a substantiated complaint.

**HSC 1569.269** lists the resident's Bill of Rights. Licensees should ensure that they have the staff capable of providing agreed services to the resident they admit. For example, a facility may admit a heavier resident and agree to shower them, but later find out they do not have staff capable of moving the resident into the shower, and instead opt for a sponge bath in their bed. This may result in a citation.

**HSC 1568.074** was chaptered in 2021, and requires the facility to provide a "computer, smart phone, tablet, or other device, that can support real-time interactive applications, is equipped with videoconferencing technology, include microphone and camera functions, and is dedicated for client use." Some facilities ask caregivers to let residents borrow their personal devices to make video calls with family. However, the new law specifically mentions the device should be "dedicated for client or residential use."

New rules are constantly being introduced. It is important to stay up to date with the PINs ([Provider Information Notices](#)) as well as attend CE (Continuing Education) classes on RCFE laws and updates. Sharing the information with caregivers to keep them informed will also allow resident rights to be enforced across the team, especially when the administrator is not present.



## *Resident Spotlight:* *What is Your New Year's Resolution?*

For the new year, we asked residents of Gentle Hearts to share their 2023 resolutions with us. Since Gentle Hearts is a memory care facility, some family members of residents helped their loved ones with resolutions. This is what they shared.



*"My New Year's resolution is to keep myself and my family healthy."*

- Resident Dorothy Eichenlaub



*"I hope I can keep seeing Mom as much as possible and encourage family to contact her too."*

- Carrie Wood, family member of resident Norma Milner



*"May the New Year be full of surprises that fill your life with happiness."*

- Resident Alicia Polster



*"To find peace and joy in small moments. And to handle with grace challenges as they come."*

- Resident Greg Davis



*"I'll put my health first and reduce stress."*

- Resident Linda Franco



*"I hope to be more mindful in the coming year."*

-Resident Alicia Gaudet



*"I will try harder to be a blessing to others."*

- Resident James Fuso







## Helping Families Find Distinguished Assisted Living Facilities


Choose Well is a free, innovative, web-based program that helps older adults and their families make informed decisions when selecting assisted living facilities.

### Quality Measures

Discover specially evaluated Choose Well facilities that have voluntarily agreed to be scored on 11 measures of quality.

### Contact Us

Learn more details about the Choose Well program:

 (858) 221-4862

 [info@choosewellsandiego.org](mailto:info@choosewellsandiego.org)

 [choosewellsandiego.org](http://choosewellsandiego.org)





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Scan the QR Code to send  
them our provider brochure



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