

# long term care

## HOUSING DIRECTORY

FOR BUNCOMBE, HENDERSON, MADISON AND TRANSYLVANIA COUNTIES



NURSING HOMES • ADULT CARE HOMES • FAMILY CARE HOMES  
CONTINUING CARE RETIREMENT COMMUNITIES  
MULTI-UNIT HOUSING • INDEPENDENT LIVING FOR SENIORS & DISABLED

## TABLE OF CONTENTS

|   |           |
|---|-----------|
| Introduction .....  | 3         |
| How to Use the Guide.....   | 3         |
| <b>Nursing Homes</b>  |           |
| Definition.....   | 5         |
| Cost .....  | 5         |
| How to Apply .....  | 5         |
| Life in the Nursing Home.....   | 6         |
| <b>Assisted Living</b>  |           |
| Definition.....   | 7         |
| <b>Adult Care Homes and Family Care Homes</b>                           |           |
| Definitions.....  | 7         |
| Cost .....  | 8         |
| How to Apply .....  | 8         |
| Life in an Adult Care Home .....  | 8         |
| <b>Multiunit Assisted Housing with Services</b>                         |           |
| Definition.....   | 9         |
| Purpose / Meals .....   | 9         |
| Cost .....  | 9         |
| Types of Residents.....   | 9         |
| <b>Continuing Care Retirement Communities</b>                           |           |
| Definition.....   | 10        |
| <b>Independent Living (Rental) Communities for Seniors and Disabled</b> |           |
| Definitions.....  | 11        |
| <b>Selecting a Long-Term Care Facility .....</b>                        | <b>12</b> |
| <b>What to Look for When Visiting .....</b>                             | <b>12</b> |
| <b>Checklist for Choosing a Nursing Home .....</b>                      | <b>13</b> |
| <b>What to Look for When Choosing an Assisted Living Facility.....</b>  | <b>15</b> |
| <b>Selecting a Continuing Care Retirement Community .....</b>           | <b>17</b> |
| <b>Resident Rights .....</b>  | <b>18</b> |
| <b>Nursing Homes with Secured Dementia Care Units.....</b>              | <b>19</b> |
| <b>Adult Care Homes with Special Care Units.....</b>                    | <b>20</b> |
| <b>Adult Care Homes with Secured Unit.....</b>                          | <b>20</b> |
| <b>Regional Resources .....</b>   | <b>21</b> |
| <b>BUNCOMBE COUNTY (BC)</b>   |           |
| BC NH Map .....   | 23        |
| Nursing Homes .....   | 25        |
| BC ACH Map.....   | 35        |
| Adult Care Homes.....   | 37        |
| BC FCH Map.....   | 45        |
| Family Care Homes .....   | 47        |
| CCRC Map.....   | 55        |
| Continuing Care Retirement Communities (CCRC).....                      | 57        |
| Independent Living Map.....   | 61        |
| Independent Living Communities for Seniors and Disabled .....           | 73        |
| Resources .....   | 69        |
| <b>HENDERSON COUNTY (HC)</b>  |           |
| HC NH Map.....  | 71        |
| Nursing Homes .....   | 73        |
| HC ACH Map.....   | 79        |
| Adult Care Homes.....   | 81        |
| HC FCH Map.....   | 87        |
| Family Care Homes .....   | 89        |
| Multiunit Housing and CCRC Map.....                                     | 93        |

**HENDERSON COUNTY (HC) CONTINUE**

Multiunit Assisted Housing with Services .....95  
Continuing Care Retirement Communities (CCRC).....97  
Independent Living Map.....99  
Independent Living Communities for Seniors and Disabled ..... 101  
Resources ..... 105

**MADISON COUNTY (MC)**

MC NH Map..... 107  
Nursing Homes .....109  
MC ACH Map ..... 111  
Adult Care Homes .....113  
MC FCH Map ..... 115  
Family Care Homes ..... 117  
Independent Living Map..... 119  
Independent Living Communities for Seniors and Disabled ..... 121  
Resources ..... 122

**TRANSYLVANIA COUNTY (TC)**

TC NH Map ..... 123  
Nursing Homes .....125  
TC ACH Map ..... 127  
Adult Care Homes .....129  
TC FCH Map ..... 131  
Family Care Homes ..... 133  
Multiunit Housing Map..... 135  
Multiunit Assisted Housing with Services ..... 137  
Independent Living Map..... 139  
Independent Living Communities for Seniors and Disabled ..... 141  
Resources ..... 142

Index ..... 143

# INTRODUCTION

Every day in our community disabled or older people and their families are facing the challenge of finding accessible and affordable long-term care services. This directory is designed to help them in their search. It provides information on residential settings for seniors and disabled persons available in our community. This information is subject to change and is listed with that understanding.

Many citizens are unaware of the great variety of social and health services that are available. Until sudden illness or chronic disability forces us to seek them out, we may not be familiar with the opportunities that exist in our communities. This directory offers a place to start the search for long-term care services, and gives individuals and their families a chance to plan for their present and future needs. The different types of long term care residential settings are discussed to assist you in identifying the kind of care you need.

This directory was developed by the Land of Sky Regional Council's Area Agency on Aging Ombudsman Program. Regulations require that Ombudsmen work as advocates for residents of licensed facilities. This is limited to residents of nursing homes, adult care homes, and family care homes. This directory was expanded to include other types of long term care housing that may or may not offer additional services. Please call us at (828) 251-6622 to obtain copies or go to our website: [www.landofsky.org](http://www.landofsky.org).

---

## HOW TO USE THE GUIDE

Facts about local long term care facilities and senior/disabled rental housing are included to help the consumer learn about and compare available options. Care has been taken to ensure accuracy; however, changes are frequent. Consumers are encouraged to contact the community listed directly to verify and update information. Housing is organized by the County beginning with Buncombe, then Henderson, Madison and Transylvania. Pages are color coded to help you find all housing of a particular type efficiently. Nursing Homes are the purple section. Assisted Living / Adult Care Homes are the green section and Family Care Homes are the gray section. Multiunit Assisted Housing with Services, CCRC's, Independent Living Communities and Additional Resources are in the blue section.

### NOTATIONS:

|             |  |
|-------------|--|
| √           | Indicates a specific service is available  |
| \$          | Indicates an additional fee charged  |
| <b>ACH</b>  | Adult Care Home  |
| <b>AL</b>   | Assisted Living  |
| <b>CCRC</b> | Continuing Care Retirement Community   |
| <b>FCH</b>  | Family Care Home; 6 or fewer residents   |
| <b>MAHS</b> | Multiunit Assisted Housing with Services   |
| <b>N/A</b>  | Information was not applicable   |
| <b>NF</b>   | Nursing facility; licensed facilities offering regular nursing services and other health services. |
| <b>SCU</b>  | Special Care Unit for persons with Alzheimer's or related disorder in a licensed adult care home.  |
| <b>SN</b>   | Skilled Nursing  |





# NURSING HOMES

Nursing homes provide care to persons who are chronically ill or recuperating from an illness or injury and need 24 hour nursing care and other health services but not hospitalization. They usually provide rehabilitation programs, assistance with personal care, social activities, supervision, and basic room and food services. Nursing homes are licensed by the North Carolina Division of Health Service Regulation and most are certified for Medicare or Medicaid reimbursement.

Nursing homes have an administrator who has the responsibility of managing the facility. A licensed nurse serves as Director of Nursing (DON) and supervises the residents' personal care. Certified Nursing Assistants (CNAs) provide routine care. The number of CNA's on duty depends on the number of residents. Social workers, activity coordinators, physical therapists and dietary staff provide specific services in the facility.

The Division of Health Service Regulation (DHSR) is a part of the North Carolina Department of Health & Human Services (DHHS). DHSR inspections are conducted annually and complaints are investigated when reported. Facilities that accept residents receiving Medicaid and Medicare are certified by the Division of Medical Assistance (DMA) and must post their inspection reports. The Western Regional Office of the Division of Health Service Regulation is located in Black Mountain, (828) 669-3373.

Under North Carolina's Nursing Home Bill of Rights, all residents are to be treated with respect, consideration, and full recognition of personal dignity and individuality. The Regional Long-Term Care Ombudsman (an advocate for the residents) and your local Nursing Home Community Advisory Committee work to see that these rights are respected.

## THE COST OF NURSING HOMES

The cost of nursing home care often seems overwhelming to the resident and his/her family. Facilities typically charge \$3700 - \$6000 per month. This cost covers 24 hour nursing care, meals and most services. Most facilities will charge additional monthly fees for a private room. Residents receiving Medicaid do not pay an additional fee for laundry services or haircuts. Ask the appropriate facility personnel about these costs and charges.

Over 70 percent of the residents in nursing homes receive Medicaid – an entitlement program for those with limited incomes and resources. Often residents enter a facility with their own resources and then convert to Medicaid when their personal funds are spent. A private pay resident may not be discharged from a facility certified to serve Medicaid residents only because he or she needs Medicaid to reimburse the facility. Medicaid reimburses facilities for the "cost of care" (which includes wheelchairs, medical transportation, bandages, etc.). Residents should inquire about the costs associated with their care before they pay for additional services from their own funds. Call the Medicaid eligibility worker at the Department of Social Services if you have questions about what Medicaid covers and to see if you are eligible.

People who have Medicare and are in a nursing home may receive limited coverage of their stay. Medicare only pays for specific needs and procedures such as rehabilitation therapies. A physician must certify the resident's medical care needs. The resident is evaluated on admission and a determination is made then about Medicare coverage. Currently, Medicare may cover up to 100 days of nursing home care; however, the resident is responsible for a co-payment after the 20<sup>th</sup> day of Medicare coverage. This co-payment amount changes annually and is approximately 20%. If the resident has a Medicare supplemental policy the co-payment may be covered, as long as the physician determines that the individual continues to need "skilled care."

Some older adults have insurance policies that will cover some, if not all, of the costs of nursing home care. These policies should be read carefully to determine what level of care is covered. Veterans may also be eligible for assistance from the Veteran's Administration. Ask if the facility handles insurance billing. Residents eligible for Medicaid will receive a small Personal Needs Allowance to purchase personal items. Most facilities charge the private pay daily rate to "hold the bed" should the resident have to be hospitalized.

## HOW TO APPLY FOR A NURSING HOME

The Admission Coordinator of the nursing home will assess the applicant's medical and social needs and will provide the necessary forms. A contract will include the cost of care and other services. All residents entering a nursing home are required to have an FL-2 form completed by their physician. This FL-2 form may be obtained from the County Department of Social Services, the physician, or from the nursing home itself.

An individual care plan will be developed to meet the resident's medical and social needs. The resident and family members should be involved in the care planning at the time of admission and thereafter on an ongoing basis.

## **LIFE IN THE NURSING HOME**

Residents in facilities should be allowed and encouraged to participate in the activities of day-to-day life as much as they are able. A Resident's Council provides the opportunity for residents to have input into the life of the facility. Family, friends, colleagues, and church members should be encouraged to visit the resident and continue the relationships that they have had in the past. If the resident or the family has a concern, he/she should feel free to discuss the issue with the Administrator.

Many facilities encourage family involvement with family nights and Family Council meetings. Residents who are private pay may leave the nursing home to visit their families as long as the daily rate is paid at the nursing home. Those receiving Medicaid are allowed to take 60 days of therapeutic leave per year to visit their families if they are medically approved.

## ASSISTED LIVING

In North Carolina “Assisted Living Residence” means any group housing and services program for two or more unrelated adults, by whatever name it is called, that makes available, at a minimum, one meal a day and housekeeping services and provides personal care services directly or through a formal written agreement with one or more licensed home care or hospice agencies. The department may allow nursing service exceptions on a case-by-case basis. Settings in which services are delivered may include self-contained apartment units or single or shared room units with private or area baths. Assisted living residences are to be distinguished from nursing homes subject to provisions of G.S. 131E-102

There are three types of assisted living residences: adult care homes, group homes for developmentally disabled and multiunit assisted housing with services.

“Adult Care Home” is an assisted living residence in which the housing management provides 24-hour scheduled and unscheduled personal care services to two or more residents, either directly or, for scheduled needs, through formal written agreement with licensed home care or hospice agencies. Some licensed adult care homes provide supervision to people with cognitive impairments whose decisions, if made independently, may jeopardize the safety or well-being of themselves or others and therefore require supervision. Medication in an adult care home may be administered by designated, trained staff. Adult care homes that provide care to two to six unrelated residents are commonly called family care homes. Adult care homes and family care homes are subject to licensure by the Division of Health Service Regulation.

“Group Homes for the Developmentally Disabled” are licensed by the Mental Health Licensure Branch and do not fall under the Ombudsman Program. For more information contact your behavioral health service provider. The Area Agency on Aging at Land of Sky Regional Council is in Region B and the provider is Smoky Mountain Behavioral Health at (828) 586-5501.

“Multi-unit Assisted Housing with Services” means an assisted living residence in which hands-on personal care services and nursing services which are arranged by housing management are provided by a licensed home care or hospice agency, through an individualized written care plan. The housing management has a financial interest or financial affiliation or formal written agreement which makes personal care services accessible and available through at least one licensed home care or hospice agency. The resident has a choice of any provider, and the housing management may not combine charges for housing and personal care services. All residents, or their compensatory agents, must be capable, through informed consent, of entering into a contract and must not be in need of 24-hour supervision. Assistance with self-administration of medications may be provided by appropriately trained staff when delegated by a licensed nurse according to the home care agency’s established plan of care. multi-unit assisted housing with services programs are required to register with the Division of Health Service Regulation.

---

## ADULT CARE HOMES AND FAMILY CARE HOMES

Adult Care may be the answer for the older person who is not able to live independently, but who does not need nursing home care. Commonly referred to as “Rest Homes” or “Assisted Living”, Adult Care Homes are licensed by the NC DHR to provide assistance with activities of daily living (ADL).

Two types of Adult Care Homes serve disabled and older adults:

Family Care Homes (FCH) are small homes that provide care for up to six people in a family-like setting. These homes are often found in residential communities and have around-the-clock or live-in staff that prepare meals, supervise medications and provide help with dressing and other needs.

Large Adult Care Homes (ACH) serve seven or more people. They, too, provide assistance with meeting the residents’ daily needs, and they have staff on duty 24 hours a day. Some nursing homes have ACH beds on site for those who do not need nursing care.

Adult Care Homes have an administrator who is responsible for managing the facility and a supervisor-in-charge (SIC) who oversees resident care. Aides provide assistance to the resident. The number of aides on duty is determined by the number of residents. Licensed nurses are not required in adult care homes, although some have nurses on duty.



Special Care Units (SCU) for persons with Alzheimer's disease or related disorders means an entire facility, wing or hallway within an adult care home separated by closed doors from the rest of the home, or a program provided by an adult care home, that is designated or advertised especially for special care of residents with Alzheimer's disease or related disorders. Refer to page 17 for a list of Special Care Units in the Land of Sky region.

The County Department of Social Services monitors Adult Care Homes at least bi-monthly and may be contacted if a resident or family member has a concern or complaint about the care being provided. Under North Carolina's Adult Care Home Bill of Rights, all residents are to be treated with respect, consideration and full recognition of their personal dignity and individuality. The Regional Long-Term Care Ombudsman and the local Adult Care Home Community Advisory Committee work to see that these rights are respected.

### **THE COST OF ADULT CARE HOMES**

The cost of adult care varies from facility to facility, ranging from \$1200- \$6000 a month. This includes three meals daily, activities, transportation to medical appointments, laundry, personal care and the supervision of medication administration. A few facilities require an additional entry fee. For those on limited incomes, State/County Special Assistance (SA) may help cover the cost of adult care homes. An individual's own income is applied first to the monthly cost of care, then SA supplements this income up to the NC maximum adult care home payment rate. Residents receiving Special Assistance receive a small Personal Needs Allowance (\$66) monthly to cover the cost of personal items. Contact your local Department of Social Services to find out if you are eligible.

Some Adult Care Homes only accept "private pay" residents who are able to cover the cost of care themselves. Others accept those who are private pay as well as those who receive Special Assistance. Some facilities increase the private pay rates as additional personal care is needed. All services provided in the monthly rate should be included in the contract. A resident receiving SA should not be charged for additional services.

### **HOW TO APPLY FOR ADULT CARE HOMES**

All people applying for admission into an Adult Care Home are required to have an FL-2 form; a physician authorized medical form describing the residents' care requirements. This form may be obtained from the facility administrator, a patient's doctor or the County Department of Social Services. If State/County Special Assistance is needed, the person seeking assistance applies at the Department of Social Services in the county where he/she lives. Otherwise, the resident and the facility simply enter into a contractual agreement. Some facilities require a deposit.

A guardian must sign the contract for residents who have been declared legally incompetent.

### **LIFE IN AN ADULT CARE HOME**

The daily routine in adult care homes should resemble, as much as possible, routines followed when living independently. Activities are offered and residents are encouraged to participate. Some residents are able to leave the home on their own. Most are able to participate in organized activities outside of the home such as occasional shopping trips.

Upon admission, the home will provide the resident with a copy of its policies on smoking, visitation and other matters. Private pay residents may leave the facility to visit with their families as they wish. Those who receive Special Assistance may leave for up to 30 days at a time.

## MULTIUNIT ASSISTED HOUSING WITH SERVICES

Multi-unit Assisted Housing with Services do not fall under the Ombudsman Program's jurisdiction; however, if you have concerns that such a facility is operating as an adult care home and not providing services as defined on page 5 please file a complaint with the Complaint Intake Unit at 1-800-624-3004 or call the Ombudsman Program. If you have other concerns about a multi-unit housing residence call Adult Care Licensure at (919) 855-3765.

Under the disclosure statement a Multi-unit Assisted Housing with Services Resident must provide the following to the Department of Health Services Regulation:

- a. Emergency response system;
- b. Charges for services offered;
- c. Limitations of tenancy;
- d. Limitations of services;
- e. Resident responsibilities;
- f. Financial/legal relationship between housing management and home care or hospice agencies;
- g. A listing of all home care or hospice agencies and other community services in the area;
- h. An appeals process; and
- i. Procedures for required initial and annual resident screening and referrals for services.

### PURPOSE / MEALS FOR MULTIUNIT ASSISTED HOUSING

The purpose of Multiunit Assisted Housing with Services is to provide housing and assist with coordination of personal and health care services through licensed home care agencies. No resident monitoring or supervision is provided by facility staff. Like any independent apartment setting, a multiunit assisted housing with services tenant commonly signs a lease agreement and pays monthly rent. Multiunit assisted housing with services may be housing with or without subsidized rent. Supportive services are optional to the resident, and the resident must have a choice of care providers. Payments for personal or nursing care may not be combined with charges for housing. One to three meals per day are provided according to individual contract for services agreement.

### THE COST OF MULTIUNIT ASSISTED HOUSING

Note that Medicare, Medicaid and State/County Special Assistance (SA) does not cover the cost of living in multiunit assisted housing with services. **These residences are strictly private pay.** However, the provision of personal and medical care may be covered by long term care insurance or NC Home and Community Care Block Grant, Medicare, or other medical insurance if the services meet coverage requirements of the specified insurance company.

### TYPES OF RESIDENTS IN MULTIUNIT ASSISTED HOUSING

It is assumed that all residents will be independent enough to arrange for the provision of their personal care or have an agent acting in their behalf; will be competent to sign a lease agreement; and will not require 24 hour supervision.

## CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)

Continuing Care Retirement Communities (CCRC) offer an attractive living alternative for retirement age individuals and couples. Also known as continuing care facilities and life-care communities, these communities differ from other retirement options by providing housing and health-related services either for life or for a period in excess of one year. "Continuing Care" is defined by North Carolina General Statutes as, the furnishing to an individual other than an individual related by blood, marriage, or adoption to the person furnishing the care, of lodging together with nursing services, medical services, or other health related services, under a contract approved by the Department (DHSR) for the life of the individual or for a period longer than one year. Continuing care retirement communities, subject to regulation by the Department of Insurance under Chapter 58 of the General Statutes, are exempt from the regulatory requirements for multi-unit assisted housing with services programs. Generally, prospective residents must be capable of independent living when they enter the community.

The typical CCRC provides independent accommodations that may include full or efficiency apartments, villas, or cluster homes as well as community dining, social and recreational areas, and a wide range of services including meals, housekeeping, transportation, and health-related services. In North Carolina, CCRCs offer either nursing home or adult care home level of care, and may provide both. These care levels must meet DHSR regulations. Depending on the individual community, these accommodations, activities, and services may be paid for in a monthly fee or purchased as needed. Usually a substantial entrance fee is charged in addition to monthly fees. Entrance fees can be non-refundable, partially refundable, or fully refundable. The majority of CCRCs are private pay, although a few have some subsidized units.

Continuing care communities typically offer one (or more) of four types of agreements or contracts, as defined below:

Extensive, or life care, contracts provide independent living and health-related services in exchange for a price, usually consisting of an entrance and monthly fees. No additional fees are generally required as one moves from one level another.

Modified contracts provide independent living and a specified amount of health-related services in exchange for an entrance fee and monthly fees. Health-related services are provided at a subsidized rate or are free for a specified number of days.

Fee-for-service contracts provide independent living and guaranteed access to health-related services in exchange for an entrance fee and monthly fees. Health-related services are provided at the going, full per diem rate.

Equity contracts involve an actual real estate purchase, with a transfer of ownership of the unit. Health-related service arrangements vary.

Because CCRCs include contractual requirements where, for certain fees, the facility agrees to provide health care coverage over a given period of time, they are considered an insurance product and are regulated by the NC Department of Insurance.

For more information or additional questions regarding CCRC's, contact the North Carolina Department of Insurance at:  
1-800-546-5664 (NC only)  
1-919-807-6750

## INDEPENDENT LIVING (RENTAL) COMMUNITIES FOR SENIORS AND DISABLED

Housing for older adults, or retirement housing, does not always fit neatly into categories. Definitions are often confusing. Terms such as “retirement community” are used to describe a wide range of very different housing arrangements. New combinations, services and financial arrangements are emerging rapidly, creating new models that may not easily fit a standard definition.

In this section of the directory, for Region B, we have attempted to include independent living communities that are rented on a monthly basis, limited to residents of a certain age or disability, and that may or may not offer additional services such as meals, transportation, housekeeping, etc. Under the name of each community, in the “rent” category, you should be able to determine if the community is subsidized, accepts Section 8, or is private pay only.

Below are some common terms and definitions used for elderly independent living housing. Because many of North Carolina’s developments and facilities have waiting lists, particularly for moderately priced and subsidized housing, it is wise to plan well in advance to the extent possible.

Elderly apartment includes many types of apartments that are specifically intended for older persons, or elderly and disabled. Such apartments may have special features or services for older residents, or may be exactly like any other apartment building except for the age restriction. These apartments may be in public housing or other subsidized housing, or they may be private pay.

Congregate housing is a term for a wide range of independent housing where services may vary considerably. Such housing may be subsidized or be a private pay type of housing for seniors where supportive services are available, including the opportunity for residents to have at least one meal per day in a central dining area. Ideally services are tailored to the individual’s needs including recreational and social activities, special diets, housekeeping, laundry and transportation.

Public housing are federally-supported housing units operated by local public housing authorities. Families or individuals pay 30 percent of their incomes in rent. Units may or may not be specifically designated elderly apartments.

Subsidized housing includes a group of housing programs for low-income people. In many, residents pay 30 percent of their adjusted income for rent. Others charge the same rent for all units of the same size, but rents are lower than that in comparable private housing. Units may or may not be designated as elderly apartments.

Section 8 Vouchers are a rental assistance program of the U.S. Department of Housing and Urban Development (HUD). These vouchers enable low-income people to rent a dwelling of their choice in the community if it meets certain standards set by HUD. They are provided to eligible individuals through the local public housing authority and HUD pays a portion of the rent based on the tenant’s income. Vouchers are available to adults of all ages and in many communities there are waiting lists.

Adult Communities are designed to attract active retirees by offering social activities, recreational facilities, and services of interest to those of retirement age. These developments might consist of single-family (detached) dwellings, manufactured (mobile) home parks, town homes, apartments and other types of dwellings.

“Naturally occurring retirement communities” are communities that are not designed specifically for an older population but still have a majority of older residents. They may attract older adults for various reasons, including their location; services and amenities of interest; nearness to health care, shopping and other services; affordability; and ease of upkeep. Some are simply communities of mostly older adults where long-term residents have “aged in place.” These often are not formal retirement living arrangements.

Shared housing can be described in two basic types: shared group residences and home-sharing. Shared group residences are those in which none of the people living there own the dwelling, but they pay rent for private space (e.g., room and bath) and shared common areas. Usually sponsored by non-profit organizations, these residences sometimes offer such supportive services as transportation and meals through agreements with human services providers. In home-sharing, two unrelated people live together in a share home or apartment, each having private space yet sharing common living areas. Home-sharing may be an informal arrangement among individuals or a program through an office on aging or other service agency. Just a few formalized home sharing programs exist in North Carolina where people are screened and matched through an office on aging or other service organization.

## SELECTING A LONG-TERM CARE FACILITY

- Allow yourself plenty of time to find a suitable home. If you are assisting a loved one in looking for a facility, include him or her in the selection process as much as possible. Consider his or her interests, ideas and wishes.
  - Ask friends, relatives, clergy, home health staff and physician about their experiences in particular facilities. If in the hospital, work with the Discharge Planner to find a facility.
  - **Review the Inspections History of the facilities you are considering.**
    - **For nursing homes:** [www.medicare.gov/nursinghomecompare](http://www.medicare.gov/nursinghomecompare)
    - **For adult care homes:** [www2.ncdhhs.gov/dhsr/acls/star/search.asp](http://www2.ncdhhs.gov/dhsr/acls/star/search.asp)
  - Contact the County Department of Social Services to determine if you qualify for financial aid. An FL-2 form must be completed by a physician for all residents entering a nursing home or adult care home. FL-2 forms are available from DSS, hospitals or physicians offices.
  - Review the state inspection reports prepared by the Division of Health Services Regulation when evaluating nursing homes. If a nursing home is certified for Medicare and Medicaid, the inspection report should be posted in the facility.
  - Contact an Adult Home Specialist at your county Department of Social Services for information on adult care home inspection reports on specific adult care homes. You may also want to contact your county Nursing Home/Adult Care Home Community Advisory Committee or the Regional Ombudsman for information. Call Land of Sky Regional Council at 828-251-6622 or 1-800-727-0557 to get a Community Advisory Committee contact number or to speak with the Regional Ombudsman.
  - **It is important to visit the home!** In addition to arranging a meeting with the administrator or supervisor-in-charge, make unexpected visits on weekends (during visiting hours) and at meal times at the home. Identify yourself to the staff and ask if you might walk through the facility to determine if you or your relative could live there comfortably. Remember to respect the residents' right to privacy as you visit. Use your eyes, ears, and nose to determine if residents are receiving reasonable, proper care. Ask about the administrator's and the supervisor's involvement with the facility and its residents - the hours they are on site, the stability of the staff, and the manner in which problems are solved.
  - Choose a home that would be convenient for family members and friends to visit.
  - Carefully examine the facility's contract. Note what services are included and what services (such as beauty shop appointments) require additional fees. Before signing an admission contract with a nursing home, be wary of Pre-Dispute Arbitration Agreements in Long-Term Care Facility. "When consumers sign an arbitration agreement, they sign away forever their constitutional right to a trial by jury. Such a decision should be given careful consideration...." (Resource: The Consumer Voice.) It is recommended that you contact an attorney for more information.
  - Ask about any special needs the resident might have. For example, what provision is made for one who is allergic to smoke or one who must have a special diet?
- 

## WHAT TO LOOK FOR WHEN VISITING

- Are the residents clean, well groomed, shaved, odor-free, active, communicating with each other, involved in age-appropriate activities, satisfied with the care being provided?
- Does the food look tasty, is it nutritious and served at the proper temperature? Are food servings adequate and appropriate? Are menus posted and followed? Are residents given food choices?
- Do staff interact with residents in a pleasant, cheerful manner, promptly responding to call bells? Is there adequate staff to assure proper care for all residents?
- How are concerns addressed?
- Are the linens, walls, floors, windows and bathrooms clean and free of odors and insects? Are residents allowed/encouraged to have personal belongings? Is lighting comfortable and appropriate?
- Are activities varied, interesting and age appropriate? Do residents participate in activities outside of the home such as shopping trips and attending church?



## CHECK LIST FOR CHOOSING A NURSING HOME

### USING YOUR SENSES: SIGHT, HEARING, SMELL, TOUCH

|  | STRONG | WEAK  |
|--|--------|-------|
| 1. Is there cheerful, respectful, pleasant, warm interaction between staff and residents?  | _____  | _____ |
| 2. Does the administrator seem to know the residents and enjoy being with them?  | _____  | _____ |
| 3. Do staff and administration seem comfortable with each other?   | _____  | _____ |
| 4. Do the rooms appear to reflect the individuality of their occupants? Do all the rooms look alike?   | _____  | _____ |
| 5. Are residents using the common rooms – for example, the front lounge?   | _____  | _____ |
| 6. What is the noise level in the facility? Is it comfortable and homelike?  | _____  | _____ |
| 7. Do residents look clean and well groomed?   | _____  | _____ |
| 8. Is the home free from unpleasant odors?   | _____  | _____ |
| 9. Do you notice a swift response to call lights?  | _____  | _____ |
| 10. Are there residents crying out? If so, do they get an appropriate response from staff?   | _____  | _____ |
| 11. Is the dining room atmosphere relaxed and conducive to pleasant meals?   | _____  | _____ |
| 12. Do the meals look appetizing? Are residents eating most of their food? Do they have assistance if they need it?  | _____  | _____ |
| 13. Does the home seem clean, cheerful, uncrowded?   | _____  | _____ |
| 14. Are there pleasant areas for family visits?  | _____  | _____ |
| 15. Are there residents in physical restraints?  | _____  | _____ |
| 16. Do residents appear to be engaged in meaningful activity by themselves or with others? (as opposed to staring at the wall, blaring TV, slumped over, or in a line) | _____  | _____ |

### THINGS YOU CAN ASK OF STAFF

|   |       |       |
|---|-------|-------|
| 1. What kinds of activities are residents involved in? Is there access to books, gardening, community activities, pets, to retain linkages to former interests? Does the nursing home have a wheelchair accessible van? | _____ | _____ |
| 2. What kind of activities are there for residents with dementia? (structured, walking paths, evening activities, music?)   | _____ | _____ |
| 3. Is there permanent assignment of staff to residents?   | _____ | _____ |
| 4. How are the nursing assistants involved in the residents care planning process? (They should attend and contribute ideas).   | _____ | _____ |
| 5. How does the staff accommodate the family's schedule to assure participation in care planning meetings?  | _____ | _____ |
| 6. What happens if a resident refuses to take a medication?   | _____ | _____ |
| 7. What does the facility do for residents who are depressed? Is counseling available?  | _____ | _____ |
| 8. What is the facility's policy toward missing clothing and other possessions?   | _____ | _____ |
| 9. What does the facility do to encourage employee retention and continuity? Does the staff receive health benefits?  | _____ | _____ |
| 10. Does the facility provide transportation to community activities?   | _____ | _____ |
| 11. What kinds of therapies are provided for residents on Medicaid? (Occupational therapy, speech therapy, physical therapy, mental health services, etc.)  | _____ | _____ |
| 12. Is there a family council? Are there family members I can speak to?   | _____ | _____ |
| 13. What happens when someone has a problem or complaint? Are family/staff conferences available to work out problems?  | _____ | _____ |
| 14. Who is your Ombudsman? Does that person visit regularly?  | _____ | _____ |
| 15. What are the extra charges not included in the daily rate?  | _____ | _____ |
| 16. If paying privately: How often have private pay rates increased? How much notice is given before an increase? Are there charges for extra care which are not included in the daily rate?                            | _____ | _____ |
| 17. What does staff see as the facility's main strengths and weakness?  | _____ | _____ |
| 18. Who decides for each resident how she bathes and how often?   | _____ | _____ |
| 19. Who selects roommates? What do you consider in selecting roommates? How are residents involved in the selection?  | _____ | _____ |
| 20. How are smokers and non-smokers accommodated?   | _____ | _____ |

**THINGS YOU CAN LEARN FROM RESIDENTS AND FAMILIES**

**STRONG**

**WEAK**

- 1. What is your usual routine? Can you get up and go to bed when you wish? \_\_\_\_\_
- 2. Do you have the same nursing assistant most days? (Does this match the answer to B3?) \_\_\_\_\_
- 3. Are snacks available when you want one? Are they what you want? \_\_\_\_\_
- 4. Do you participate in care planning meetings? Is your opinion valued? (Does this match the answer to B5?) \_\_\_\_\_
- 5. Are care planning conferences held at a time when family members can attend? Do the conferences last until your questions are answered or all of the issues have been taken care of? \_\_\_\_\_
- 6. What happens when you have missing clothing? (Does this match the answer to B8?) \_\_\_\_\_
- 7. Are residents able to get help for going to the toilet within a short period of time? \_\_\_\_\_
- 8. Whom do you go to with problems? What is the response? Are you satisfied? \_\_\_\_\_
- 9. How does staff help you with your personal interests like reading and gardening? \_\_\_\_\_
- 10. Do you get outside as often as you wish? \_\_\_\_\_
- 11. Is there a resident council? How does it work? Who controls the council: residents or staff? \_\_\_\_\_
- 12. Is there a family council? Is it an effective forum for raising concerns and learning what's happening at the home? \_\_\_\_\_
- 13. What's the best thing about living here? \_\_\_\_\_
- 14. What's the worst thing about living here? \_\_\_\_\_
- 15. What makes a day good for you? \_\_\_\_\_

**INFORMATION YOU CAN OBTAIN**

- 1. Copy of state inspection report – either from the agency which licenses and certifies nursing homes, from the facility itself, or from the Ombudsman. \_\_\_\_\_
- 2. Star Quality Rating. Visit [www.medicare.gov](http://www.medicare.gov) \_\_\_\_\_
- 3. Information about the facility from the local Ombudsman or State Ombudsman. \_\_\_\_\_
- 4. Information from family members or friends of residents. \_\_\_\_\_

# WHAT TO LOOK FOR WHEN CHOOSING AN ASSISTED LIVING FACILITY

## ATMOSPHERE

|   | YES   | NO    |
|---|-------|-------|
| 1. Good location.   | _____ | _____ |
| 2. Attractive appearance outside.   | _____ | _____ |
| 3. Attractive appearance inside.  | _____ | _____ |
| 4. Residents socialize with each other and appear happy and comfortable.  | _____ | _____ |
| 5. Staff is appropriately dressed.  | _____ | _____ |
| 6. Staff is personable and outgoing and helpful.                          | _____ | _____ |
| 7. Staff act in a professional manner.                                    | _____ | _____ |
| 8. Visits with residents are welcome at any time.                         | _____ | _____ |
| 9. Decor in the common areas is clean, attractive, and acceptable to you. | _____ | _____ |
| 10. You feel comfortable within this environment.                         | _____ | _____ |

## PHYSICAL FEATURES

|   |       |       |
|---|-------|-------|
| 1. The building is designed to meet residents needs.                          | _____ | _____ |
| 2. The floor plan is easy to follow.  | _____ | _____ |
| 3. Doorways and hallways are accommodating to wheelchairs and walkers.        | _____ | _____ |
| 4. If applicable, elevators are available for those who can't use the stairs. | _____ | _____ |
| 5. Hand rails are available to aid in walking.                                | _____ | _____ |
| 6. Cupboards and shelves are easy to reach.                                   | _____ | _____ |
| 7. Floors are of a non-skid material and carpets are firm and secure.         | _____ | _____ |
| 8. Lighting is good.  | _____ | _____ |
| 9. Clean.   | _____ | _____ |
| 10. Odor free.  | _____ | _____ |
| 11. Appropriately heated and cooled.  | _____ | _____ |
| 12. Exits are clearly marked.   | _____ | _____ |
| 13. Doors and windows are lockable.   | _____ | _____ |
| 14. There are no noticeable hazards to your safety.                           | _____ | _____ |
| 15. Emergency response information posted.                                    | _____ | _____ |

## INDIVIDUAL UNIT FEATURES

|  |       |       |
|--|-------|-------|
| 1. Are different sizes and types of units available?                         | _____ | _____ |
| 2. Are units for single and double occupancy available?                      | _____ | _____ |
| 3. Can couples live together in the same room?                               | _____ | _____ |
| 4. Do you have any input about your roommate assignment, if applicable?      | _____ | _____ |
| 5. Do residents have their own lockable doors?                               | _____ | _____ |
| 6. Is a 24-hour emergency response system accessible from the unit?          | _____ | _____ |
| 7. Are bathrooms private?  | _____ | _____ |
| 8. Do bathrooms accommodate wheelchairs and walkers?                         | _____ | _____ |
| 9. Do bathrooms have grab bars?  | _____ | _____ |
| 10. Are residents allowed to bring their own furnishings?                    | _____ | _____ |
| 11. Do all units have a telephone?   | _____ | _____ |
| 12. Do all units have cable TV? (inquire about billing if the answer is yes) | _____ | _____ |
| 13. Do residents have kitchen units or access to a common kitchen?           | _____ | _____ |
| 14. May residents keep food in their units?                                  | _____ | _____ |
| 15. Is smoking allowed? (In rooms? In common area? Outside only?)            | _____ | _____ |

## FOOD SERVICE

|  |       |       |
|--|-------|-------|
| 1. Three nutritionally balanced meals are provided daily, seven days/week. | _____ | _____ |
| 2. Snacks available.   | _____ | _____ |
| 3. May a resident request special foods?                                   | _____ | _____ |
| 4. Are common dining areas available?                                      | _____ | _____ |
| 5. Are dining areas clean?   | _____ | _____ |
| 6. May residents eat their meals in their units?                           | _____ | _____ |
| 7. Is there a set time for meals or may a resident decide when to eat?     | _____ | _____ |
| 8. Food looks good.  | _____ | _____ |
| 9. Food smells good.   | _____ | _____ |
| 10. Food portions look appropriate.  | _____ | _____ |

**SOCIAL AND RECREATIONAL ACTIVITIES**

**YES**

**NO**

- 1. Is there evidence of an organized activities program, such as a posted schedule, events in progress, reading materials, etc.?  
\_\_\_\_\_
- 2. Do residents participate in activities outside of the facility?  
\_\_\_\_\_
- 3. Do volunteers, including family members, help with or conduct activities?  
\_\_\_\_\_
- 4. Are residents required to participate in activities?  
\_\_\_\_\_
- 5. Are residents' pets allowed to live in the facility?  
\_\_\_\_\_
- 6. Are residents' pets allowed to visit in the facility?  
\_\_\_\_\_
- 7. Does the facility have a resident pet?  
\_\_\_\_\_
- 8. Is transportation provided to other facilities for activities?  
\_\_\_\_\_
- 9. Is transportation provided within the community as needed?  
\_\_\_\_\_
- 10. Are provided activities in line with what you enjoy?  
\_\_\_\_\_
- 11. Do you think you would be comfortable interacting with the residents?  
\_\_\_\_\_

**MEDICATION, HEALTH CARE, AND NEEDS ASSESSMENT**

- 1. Residence has specific policies regarding medication such as, storage of, assistance with, training of staff, supervision of staff, and record keeping.  
\_\_\_\_\_
- 2. Is self-administration of medication allowed?  
\_\_\_\_\_
- 3. A staff person is available to coordinate home care visits from a nurse, physical therapist, occupational therapist, etc. if needed.  
\_\_\_\_\_
- 4. Trained staff is available to assist residents who experience memory, orientation, or judgement losses.  
\_\_\_\_\_
- 5. A physician or nurse regularly visits the residents.  
\_\_\_\_\_
- 6. Residence has a clearly stated procedure for responding to a resident's medical emergency.  
\_\_\_\_\_
- 7. A list of all offered services is provided.  
\_\_\_\_\_
- 8. Staff is available to provide 24-hour assistance with activities of daily living (dressing, eating, mobility, hygiene, grooming, bathing, etc.).  
\_\_\_\_\_
- 9. Transportation to Doctor appointments is provided.  
\_\_\_\_\_
- 10. Housekeeping service for individual units is provided.  
\_\_\_\_\_
- 11. Pharmacy, barber/beautician and/or physical therapy services are offered on-site or transportation can be arranged with short notice.  
\_\_\_\_\_
- 12. Written plan of care for each resident.  
\_\_\_\_\_
- 13. Residence has a process for assessing a potential resident's need for service.  
\_\_\_\_\_
- 14. Residence has a process for ensuring needs and services are reevaluated periodically.  
\_\_\_\_\_
- 15. The process includes the resident, his or her family, facility staff, and the resident's physician.  
\_\_\_\_\_
- 16. There is sufficient staff to meet the resident's needs.  
\_\_\_\_\_

**CONTRACTS, COSTS, AND FINANCES**

- 1. May a contract be terminated?  
\_\_\_\_\_
- 2. Is there refund language in the contract?  
\_\_\_\_\_
- 3. Are other sources of money available and/or accepted to help pay for service such as government, private, or corporate programs?  
\_\_\_\_\_
- 4. If the resident's needs change, would additional services be available?  
\_\_\_\_\_
- 5. If nursing care or other care is needed on a temporary basis, is there a method in place to pay for these services?  
\_\_\_\_\_
- 6. Are there different costs for various levels or categories of service?  
\_\_\_\_\_
- 7. Are residents required to purchase renters' insurance for personal property in their units?  
\_\_\_\_\_
- 8. Are there any other fees or charges?  
\_\_\_\_\_

## SELECTING A CONTINUING CARE RETIREMENT COMMUNITY

The questions presented below are offered as a starting point to your evaluation of the facilities that you are considering. Use common sense in evaluating this type of facility. Your family member should feel comfortable in the setting. Remember, this may become your family member's future home.

### OBSERVATIONS

|   | YES   | NO    |
|---|-------|-------|
| 1. Do you like how the facility looks?            | _____ | _____ |
| 2. Is staff helpful as you tour the facility?     | _____ | _____ |
| 3. Are residents engaged in activities?           | _____ | _____ |
| 4. Do residents seem alert and happy?             | _____ | _____ |
| 5. Is the facility clean and in good repair?      | _____ | _____ |
| 6. Are there any visible hazards?                 | _____ | _____ |
| 7. Is the facility in a location that you like?   | _____ | _____ |
| 8. How far is the nearest grocery and drug store? | _____ | _____ |

### ACTIVITIES

|  |       |       |
|--|-------|-------|
| 1. What activities are offered?                    | _____ | _____ |
| 2. Are there activities you like to do?            | _____ | _____ |
| 3. Is there an activities staff person?            | _____ | _____ |
| 4. Are shopping trips regularly scheduled?         | _____ | _____ |
| 5. To what degree is transportation provided?      | _____ | _____ |
| 6. How is visiting handled for family and friends? | _____ | _____ |

### SERVICES

|  |       |       |
|--|-------|-------|
| 1. What medical services are offered?  | _____ | _____ |
| 2. Do they seem adequate for your current and future needs?                              | _____ | _____ |
| 3. What other services are offered?  | _____ | _____ |
| Transportation (Set times, On demand, Reservation system)                                | _____ | _____ |
| Laundry  | _____ | _____ |
| Housekeeping   | _____ | _____ |
| Library  | _____ | _____ |
| Other  | _____ | _____ |
| 4. Are there fees for any of these services? If so, can they be increased in the future? | _____ | _____ |
| 5. Is there an additional charge for services?   | _____ | _____ |
| 6. What type of facility security is offered?  | _____ | _____ |

### CONTRACTS

|  |       |       |
|--|-------|-------|
| 1. What type of contract is needed?                                | _____ | _____ |
| 2. Will you own or rent?   | _____ | _____ |
| 3. Is any ownership transferable upon your death?                  | _____ | _____ |
| 4. Is there a lump sum fee?  | _____ | _____ |
| 5. Is there a monthly charge?                                      | _____ | _____ |
| 6. If there is a monthly charge, what happens if you can't pay?    | _____ | _____ |
| 7. If you go into the hospital, will your living space be held?    | _____ | _____ |
| 8. Are any monthly charges fixed or can they be increased?         | _____ | _____ |
| 9. How is routine maintenance handled?                             | _____ | _____ |
| 10. Are utilities included?  | _____ | _____ |
| 11. Are there any other fees or charges?                           | _____ | _____ |
| 12. Are you able to change your mind about living at the facility? | _____ | _____ |
| 13. How long has the company been in business?                     | _____ | _____ |
| 14. Will they provide references?                                  | _____ | _____ |
| 15. How are transfers made to the Assisted Living section?         | _____ | _____ |
| 16. What if the Assisted Living section is full when you need it?  | _____ | _____ |
| 17. Does your attorney have any questions for you to ask?          | _____ | _____ |



## RESIDENT RIGHTS

Residents of licensed long-term care facilities have basic and special rights under Federal and State law. There is a Nursing Home Bill of Rights and an Adult Care Home Bill of Rights. The Bill of Rights guarantees all residents:

**RIGHT** to be treated with consideration, respect and full recognition of personal dignity and individuality.

**RIGHT** to know about and exercise your rights

**RIGHT** to adequate and appropriate care

**RIGHT** to know about services and charges

**RIGHT** to privacy in treatment and care

**RIGHT** to control your finances

**RIGHT** to be consulted in planning your medical treatment

**RIGHT** to confidentiality of medical records

**RIGHT** to freedom from abuse, neglect, and exploitation

**RIGHT** to freedom from restraints

**RIGHT** to express grievances without fear of retaliation

**RIGHT** pertaining to admission, transfers, and discharges

A local Community Advisory Committee, appointed by county commissioners, and the Regional Long-Term Care Ombudsman work to see that these rights are respected in all of the licensed nursing homes and adult care homes. Ombudsmen and Community Advisory Committees do not visit Multiunit Assisted Housing with Services, Continuing Care Retirement Communities (except for the licensed sections), or Independent Living Communities.

**Resident Rights Posters should be prominently displayed in every nursing home, adult care home or family care home. These posters should be in large print and easily read by a person in a wheelchair. They should include the name and contact information of the ombudsman serving the facility. For a copy of the rights contact the Ombudsman Program.**

## NURSING HOMES WITH SECURED DEMENTIA CARE UNITS

in Buncombe, Henderson and Transylvania Counties

### **ASTON PARK HEALTH CARE CENTER**

380 Brevard Road  
Asheville, NC  
828-253-4437  
See facility information on page 26

### **BLACK MOUNTAIN NEURO-MEDICAL TREATMENT CENTER**

932 Old US 70  
Black Mountain, NC  
828-259-6700  
See facility information on page 27

### **THE GREENS AT WEAVERVILLE**

78 Weaver Blvd  
Weaverville, NC 28787  
828-645-4297  
See facility information on page 27

### **EMERALD RIDGE RETIREMENT AND CARE CENTER**

25 Reynolds Mountain Blvd  
Asheville, NC 28804  
828-645-6619  
See facility information on page 29

### **WNC BAPTIST HOME**

213 Richmond Hill Drive  
Asheville, NC 28806  
828-254-9675  
See facility information on page 34

### **VALLEY HILL HEALTH & REHABILITATION CENTER**

1510 Hebron Street  
Hendersonville, NC 28739  
828-693-8461  
See facility information on page 81

### **THE GREENS AT HENDERSONVILLE**

1870 Pisgah Drive  
Hendersonville, NC 28791  
828-693-9796  
See facility information on page 81

### **SAPPHIRE RIDGE HEALTH AND REHAB**

115 North Country Club Road  
Brevard, NC 28712  
828-884-2031  
See facility information on page 137

### **THE OAKS - BREVARD**

300 Morris Raod  
Brevard, NC 28712  
828-877-4020  
See facility information on page 137

## ADULT CARE HOMES WITH SPECIAL CARE UNITS

in Buncombe, Henderson and Transylvania Counties

Special Care Units (SCU) for persons with Alzheimer's disease or related disorders means an entire facility, wing or hallway within an adult care home separated by closed doors from the rest of the home, or a program provided by an adult care home, that is designated or advertised especially for special care of residents with Alzheimer's disease or related disorders.

### **ARBOR TERRACE OF ASHEVILLE**

3199 Sweeten Creek Road  
Asheville, NC 28803  
828-681-5533  
Licensee: SHPIII/Arbor Asheville  
# Beds: 70  
Alzheimer's Licensed: 21  
See facility information on page 37

### **BROOKDALE ASHEVILLE WALDEN RIDGE**

4 Walden Ridge Drive  
Asheville, NC 28803  
828-687-0155  
Licensee: Brookdale Senior Living  
# Beds: 38  
Alzheimer's Licensed: 38  
See facility information on page 38

### **TERRABELLA HENDERSONVILLE**

3851 Howard Gap Road  
Hendersonville, NC 28792  
828-693-0700  
Licensee: Carillon Assisted Living  
# Beds: 96  
Alzheimer's Licensed: 24  
See facility information on page 90

### **CAROLINA RESERVE OF HENDERSONVILLE**

1820 Pisgah Drive  
Hendersonville, NC 28739  
828-692-6440  
Licensee: Carolina Reserve of Hendersonville  
# Beds: 61  
Alzheimer's Licensed: 24  
See facility information on page 90

### **PACIFICA HERITAGE HILLS**

2500 Heritage Circle  
Hendersonville, NC 28739  
828-693-8292  
Licensee: Emeritus Corporation  
# Beds: 24  
Alzheimer's Licensed: 24  
See facility information on page 94

### **MOUNTAIN VIEW ASSISTED LIVING**

260 Centerway Drive  
Hendersonville, NC 28792  
828-692-9960  
Licensee: Mizpah Healthcare, Inc  
# Beds: 27  
Alzheimer's Licensed: 27  
See facility information on page 94

### **KINGSBRIDGE HOUSE**

10 Sugar Loaf Road  
Brevard, NC 28712  
828-884-6137  
Licensee: Kings Bridge House, LLC  
# Beds: 60  
Alzheimer's Licensed: 60  
See facility information on page 144

## ADULT CARE HOMES WITH SECURED UNIT

in Buncombe, Henderson and Transylvania Counties

### **HARMONY AT REYNOLDS MOUNTAIN**

41 Cobblers Way  
Asheville, NC 28804  
828-575-0627  
Licensee: Buncombe Operations, LLC  
# Beds: 99  
Alzheimer's Licensed: 24  
See facility information on page 44

## REGIONAL RESOURCES

### INFORMATION AND REFERRALS FOR SERVICES

#### **2-1-1 United Way/Community Resource Connections (CRC)**

211 or (828) 253-4357 - Toll-Free 1-866-401-6342  
www.211wnc.org

#### **Alzheimer's Association Western Carolina Chapter**

1-800-272-3900  
www.alz.org/northcarolina

#### **Buncombe County Department of Health and Human Services (also referred to as DSS)**

(828) 250-5500  
www.buncombecounty.org/Governing/Depts/Dss/Adults/

#### **Council on Aging of Buncombe County, Inc**

(828) 277-8288  
www.coabc.org

#### **Council on Aging for Henderson County**

(828) 692-4203  
www.coahc.org

#### **Council on Aging of Madison County**

(828) 649-2722  
www.madisoncountync.org/ComServcontact.php

#### **Council on Aging for Transylvania County**

www.transylvaniacounty.org/content/council-aging-  
transylvania-county

#### **Disability Partners**

(828) 298-1977  
www.disabilitypartners.org

#### **Henderson County Department of Social Services**

(828) 697-5500  
www.hendersoncountync.org/dss

#### **Madison County Department of Community Services**

(828) 649-2722

#### **Madison County Department of Social Services (DSS)**

(828) 649-2711  
www2.ncdhhs.gov/dss/local/dir\_madi.htm

#### **MemoryCare of Asheville**

(828) 771-2219  
www.memorycare.org

#### **NC DHHS Care-Line**

1-800-662-7030  
www.ncdhhs.gov/ocs/careline OR www.nccarelink.gov

#### **NC Senior Legal Helpline**

1-877-579-7562

#### **Pisgah Legal Services**

(828) 253-0406  
www.pisgahlegal.org

#### **Senior Health Insurance Information Program (SHIIP)**

1-800-443-9354  
www.ncshiiip.com

#### **Transylvania County Department of Social Services (DSS)**

(828) 884-3174  
www.transylvaniacounty.org/dss-adult-services

### LONG TERM CARE FACILITY INFORMATION

#### **NC Adult Care Home Violation and Penalty Reports**

www2.ncdhhs.gov/dhsr/acls/adultcarepenalties.html

#### **NC Adult Care Home Star Ratings**

www2.ncdhhs.gov/dhsr/acls/star/search.asp

#### **NC Nursing Home Survey Reports and Star Ratings**

www.medicare.gov/nursinghomecompare/search.html

#### **For other questions regarding licensed Long Term Care Facilities**

www.ncdhhs.gov/divisions/daas

### ADVOCACY

#### **Disability Rights North Carolina**

1-877-235-4210  
www.disabilityrightsn.org

#### **Friends of Residents in Long Term Care**

(919) 782-1530  
www.forltc.org

#### **The National Consumer Voice for Quality Long-Term Care**

(202) 332-2275  
theconsumervoice.org

### TO REPORT COMPLAINTS ABOUT AGED OR DISABLED ADULTS

#### **For residents living in Adult Care or Nursing Homes**

(NC Division of Health Service Regulation in Raleigh)  
1-800-624-3004

#### **Regional Office of Long-Term Care Ombudsman**

(828) 251-6622

#### **State Office of Long-Term Care Ombudsman**

(919) 855-3400

#### **Adult Protective Services**

**Buncombe County** (828) 250-5800  
(828) 250-5800 \*\*

**Henderson County** (828) 697-5500  
(828) 697-4911 \*\*

**Madison County** (828) 649-9498  
(828) 649-2721 \*\*

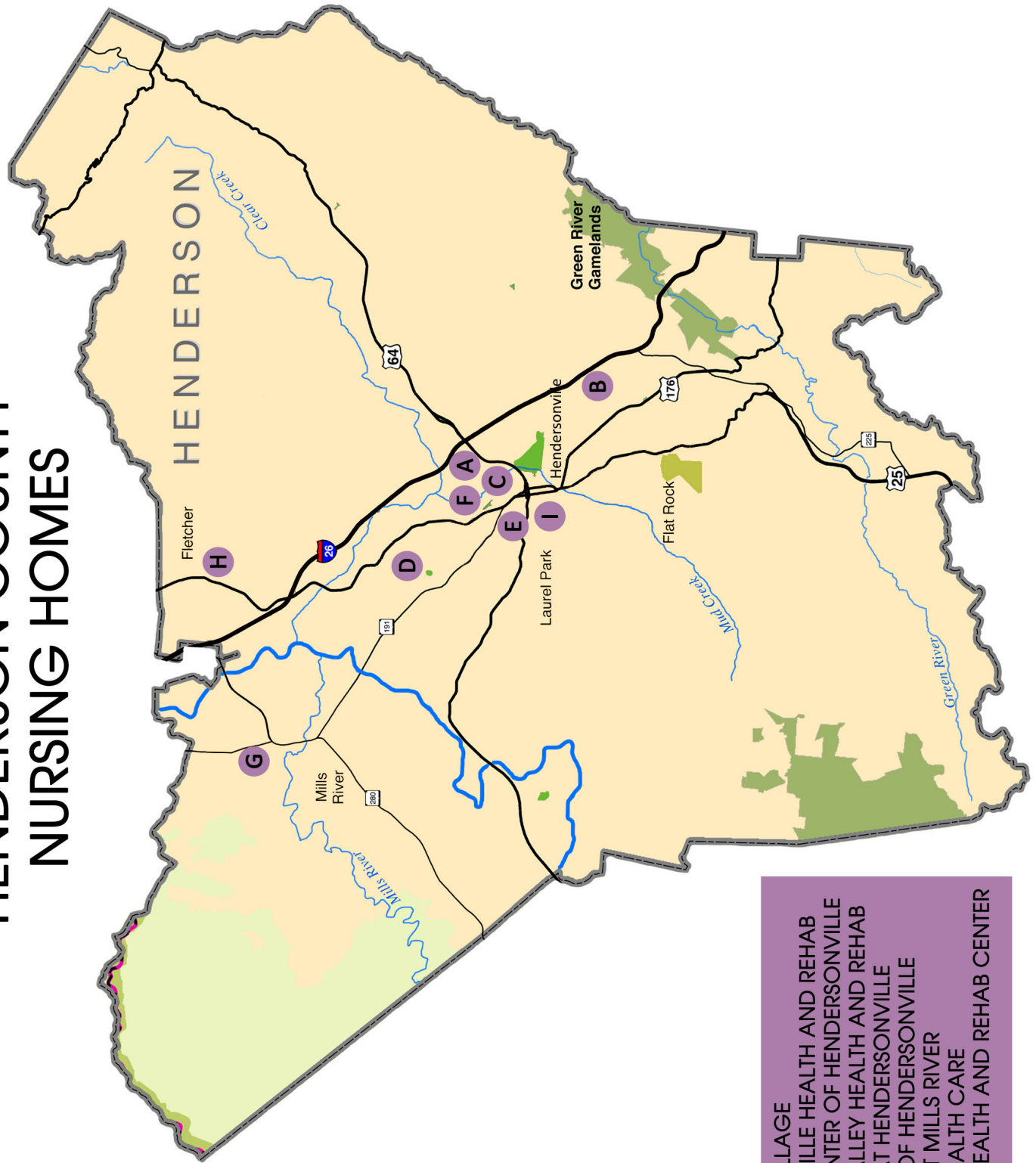
**Transylvania County** (828) 884-3174  
(828) 884-3188 \*\*

\*\* Call after 5 pm and on Holidays and Weekends

#### **Disability Rights**

1-877-235-4210

# HENDERSON COUNTY NURSING HOMES



- A - CAROLINA VILLAGE
- B - HENDERSONVILLE HEALTH AND REHAB
- C - LIFE CARE CENTER OF HENDERSONVILLE
- D - ORCHARD VALLEY HEALTH AND REHAB
- E - THE GREENS AT HENDERSONVILLE
- F - THE LAURELS OF HENDERSONVILLE
- G - THE LODGE AT MILLS RIVER
- H - UNIVERSAL HEALTH CARE
- I - VALLEY HILL HEALTH AND REHAB CENTER





## CAROLINA VILLAGE

600 Carolina Village Road, Hendersonville, NC 28792  
(828) 692-6275 Fax: (828) 692-6273

www.carolinavillage.com

Profit/Non-profit: **Non-Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1974 / 2000**  
Licensed Since: **1974**

### Cost

Payment: **Medicare, Private Pay, Private Insurance**  
Call for current pricing.

### Types of Units

# Beds: Nursing/58 AL/60  
Type of Rooms: **Private**  
Type of Baths: **Private, Handicap Bath, Shared Bath.**  
**Skilled has 4 spa rooms. Assisted has showers in each residents room.**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: Seeking Medicaid application.  
Age Range of Residents: **62 and up**  
**No smoking on campus.**

### Services and Amenities Available on Site (\$=charge)

√ Transportation Assistance  
√ Assistance w/ Arranging Community Services  
√ Assistance with Shopping  
√ Laundry Services  
√ Exercise Program  
√ Meal Choices  
√ Resident's Council  
√ Beautician / Barber  
Accept Pets  
√ Emergency Call System  
\$ Rehabilitation Therapies (P/T, O/T, S/T)  
√ 24 Hour Licensed Nursing  
**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## HENDERSONVILLE HEALTH AND REHABILITATION

104 College Drive, Flat Rock, NC 28731  
(828) 693-8600 Fax: (828) 693-1955

www.sanstonehealthandrehab.com

Profit/Non-profit: **Non-Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1999**  
Licensed Since: **1999**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**  
Call for current pricing.

### Types of Units

# Beds: Nursing/130 AL/0  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Pregnant or under 18**  
Age Range of Residents: **18+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

\$ Transportation Assistance  
√ Assistance w/ Arranging Community Services  
Assistance with Shopping  
√ Laundry Services  
√ Exercise Program  
Meal Choices  
Resident's Council  
\$ Beautician / Barber  
Accept Pets  
Emergency Call System  
\$ Rehabilitation Therapies  
**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

## LIFE CARE CENTER OF HENDERSONVILLE

400 Thompson Street, Hendersonville, NC 28792  
(828) 697-4348 Fax: (828) 696-1668

www.lcca.com

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1994**  
Licensed Since: **1994**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: **Nursing/80 AL/0**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Wanders, Violent Behavior**  
Age Range of Residents: **54+**  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- √ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- \$ Rehabilitation Therapies

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes - Private Pay**

### Comments

## ORCHARD VALLEY HEALTH AND REHAB

200 Heritage Way, Hendersonville, NC 28791  
(828) 693-5849 Fax: (828) 697-5707

www.accordiushealth.com

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1984**  
Licensed Since: **1986**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: **Nursing/126 AL/0**  
Type of Rooms: **Semiprivate**  
Type of Baths: **Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **18+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- √ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

## THE GREENS AT HENDERSONVILLE

1870 Pisgah Drive, Hendersonville, NC 28791  
(828) 693-9796 Fax: (828) 693-1321

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1989**  
Licensed Since: **1989**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: Nursing/120 AL/0  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Vents**  
Age Range of Residents: **18+**  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- \$ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

## THE LAURELS OF HENDERSONVILLE

290 Clear Creek Road, Hendersonville, NC 28792  
(828) 692-6000 Fax: (828) 696-9246

www.laurelsofhendersonville.com  
email:

Owned By: **Laurel Healthcare Corporation**  
Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1987**  
Licensed Since: **1990**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance, Hospice**

Call for current pricing.

### Types of Units

# Beds: Nursing/100 AL/20  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Vents, Weight limit of 350**  
Age Range of Residents: **40+**  
**Smoking is allowed at set time and supervised.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- √ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- √ Rehabilitation Therapies

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

Physical occupational and speech therapy.

## THE LODGE AT MILLS RIVER

5593 Old Haywood Road, Mills River, NC 28759  
(828) 684-4857 Fax: (828) 654-8966

[www.sanstonehealth.com/locations/mills-river](http://www.sanstonehealth.com/locations/mills-river)

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **2014**  
Licensed Since: **2014**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: **Nursing/50 AL/0**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes. Bed, Chair, Shower Chair, Wheelchair, Walker**

### Admission Restrictions

Cannot accept those who: **Dialysis**  
Age Range of Residents: **18+**  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- ✓ Transportation Assistance
- ✓ Assistance w/ Arranging Community Services
- ✓ Assistance with Shopping
- ✓ Laundry Services
- ✓ Exercise Program
- ✓ Meal Choices
- ✓ Resident's Council
- ✓ Beautician / Barber
- ✓ Accept Pets
- ✓ Emergency Call System
- ✓ Rehabilitation Therapies

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

50 bed facility consisting of 38 private and 6 semiprivate rooms. Focuses primarily on short term rehab, but also has LTC beds.

## UNIVERSAL HEALTH CARE / FLETCHER

86 Old Airport Road, Fletcher, NC 28732  
(828) 654-9060 Fax: (828) 654-9071

[www.univhealthcare.com](http://www.univhealthcare.com)

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **2002**  
Licensed Since: **2002**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**  
Call for current pricing.

### Types of Units

# Beds: **Nursing/90 AL/0**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents:  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- ✓ Transportation Assistance
- ✓ Assistance w/ Arranging Community Services
- ✓ Assistance with Shopping
- ✓ Laundry Services
- ✓ Exercise Program
- ✓ Meal Choices
- ✓ Resident's Council
- ✓ Beautician / Barber
- ✓ Accept Pets
- ✓ Emergency Call System
- ✓ Rehabilitation Therapies (P/T, O/T)

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

Average length of stay is 32 days. Sun room, activity room, 2 dining rooms, and 2 courtyards for residents enjoyment. 24/7 nursing services.



# VALLEY HILL HEALTH AND REHAB CENTER

1510 Hebron Street, Hendersonville, NC 28739  
(828) 693-8461 Fax: (828) 693-1905

Profit/Non-profit: **Profit**  
Type of Facility: **Nursing Home**  
Year Constructed: **1979**  
Licensed Since: **1979**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: Nursing/**150** AL/0  
Type of Rooms: **Private, Semiprivate, Companion (3 beds)**  
Type of Baths: **Private, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Call for questions**  
Age Range of Residents: **40+**  
**Smoking allowed outside in designated areas at scheduled times.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- \$ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

### Features

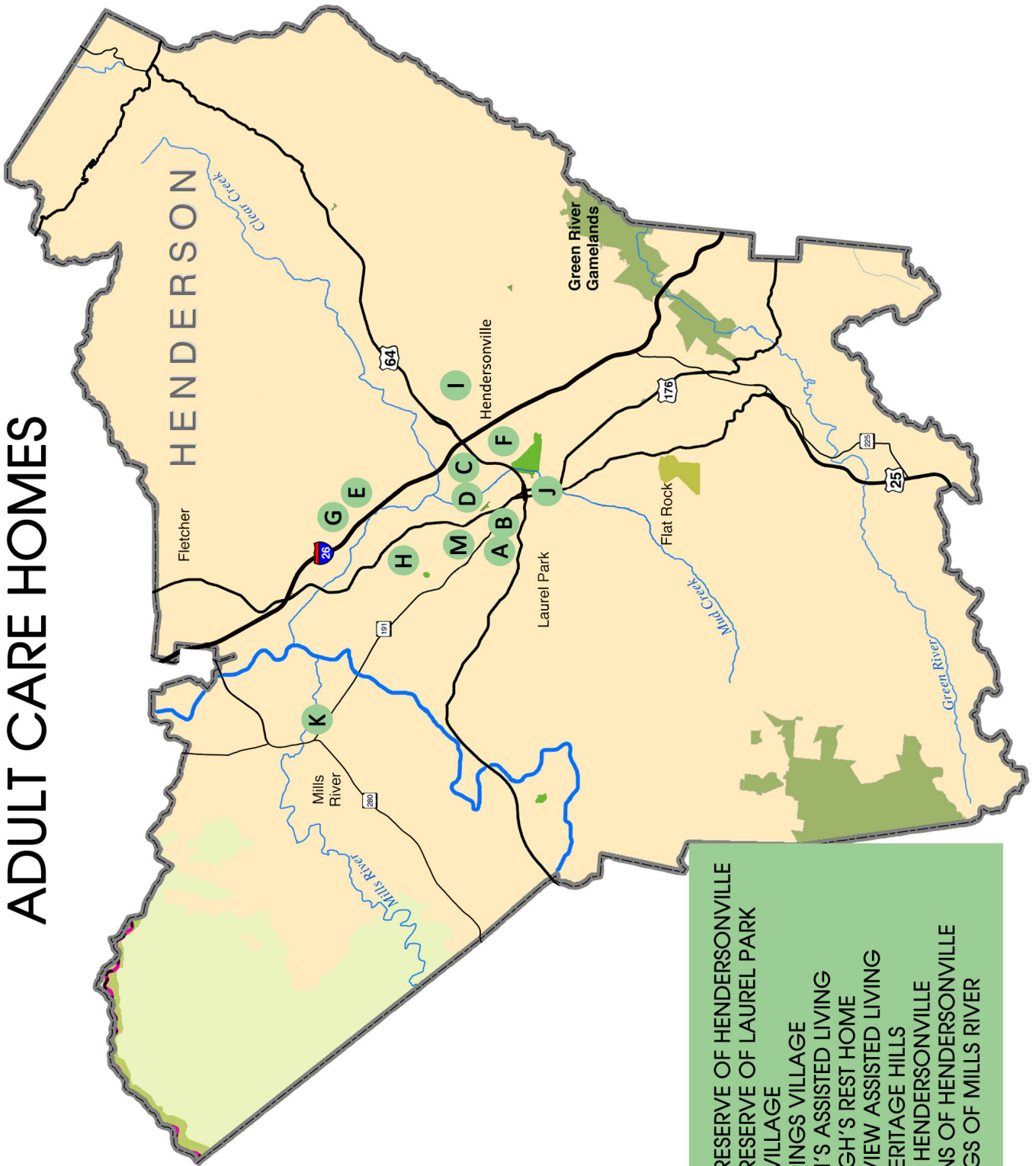
Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available: **Yes**  
Secured / Locked Unit: **Yes**

### Comments

Long and short term rehab available.



# HENDERSON COUNTY ADULT CARE HOMES



- A - CAROLINA RESERVE OF HENDERSONVILLE
- B - CAROLINA RESERVE OF LAUREL PARK
- C - CAROLINA VILLAGE
- D - CHERRY SPRINGS VILLAGE
- E - HENDERSON'S ASSISTED LIVING
- F - MCCULLOUGH'S REST HOME
- G - MOUNTAIN VIEW ASSISTED LIVING
- H - PACIFICA HERITAGE HILLS
- I - TERRABELLA HENDERSONVILLE
- J - THE GARDENS OF HENDERSONVILLE
- K - THE LANDINGS OF MILLS RIVER



## CAROLINA RESERVE OF HENDERSONVILLE

1820 Pisgah Drive, Hendersonville, NC 28739  
(828) 633-4688 Fax: (828)

www.crhendersonville.com

Owned By:

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1996**  
Licensed Since: **9/96**

### Cost

Payment: **Private Pay, State/County Assistance, Private Ins**  
Call for current pricing.

### Types of Units

# Beds: **61**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Not weight bearing**  
Age Range of Residents: **55+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- Snacks
- √ Worship Services
- √ Alzheimer's / Dementia Secured Program

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available: **Yes**

### Comments

## CAROLINA RESERVE OF LAUREL PARK

1825 Pisgah Drive, Hendersonville, NC 28739  
(828) 697-7800 Fax: (828) 697-9797

www.crlaurelpark.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1995**  
Licensed Since: **1995**

### Cost

Payment: **Private Pay**  
Call for current pricing.

### Types of Units

# Beds: **45**  
Type of Rooms: **Private**  
Type of Baths: **Private, Handicap Bath**  
All Furnishings Provided? **Yes. Bed, Dresser, Night Stand**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents:  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- \$ Accept Pets
- √ Emergency Call System
- Snacks
- √ Worship Services

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

## CAROLINA VILLAGE

600 Carolina Village Road, Hendersonville, NC 28792  
(828) 692-6275 Fax: (828) 692-6273

www.carolinavillage.com

Profit/Non-profit: **Non-Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1974 / 2009**  
Licensed Since: **12/1/2000**

### Cost

Payment: **Private Pay, Private Insurance, Medicare**  
Call for current pricing.

### Types of Units

# Beds: **60**  
Type of Rooms: **58 Private SN, 60 Private AL**  
Type of Baths: **Private, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Seeking Medicaid Application**  
Age Range of Residents: **62 and up**  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- √ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- √ Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## CHERRY SPRINGS VILLAGE

358 Clear Creek Road, Hendersonville, NC 28792  
(828) 698-6501 Fax: (828) 698-6504

www.cherryspringsvillage.net

Owned By: **Hendersonville Health Holdings, LLC**  
Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1999**  
Licensed Since: **1999**

### Cost

Payment: **Private Pay, State/County Assistance, Private Ins**  
Call for current pricing.

### Types of Units

# Beds: **60**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **All / None**

### Admission Restrictions

Cannot accept those who: **Wander**  
Age Range of Residents: **59 - 100+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- √ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- √ Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments



## HENDERSON'S ASSISTED LIVING

72 Lotus Lane, Hendersonville, NC 28792  
(828) 692-2220 Fax: (828) 696-9116

www.mizpahcare.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1969**  
Licensed Since: **1969**

### Cost

Payment: **Private Pay, State/County Assurances**  
Call for current pricing.

### Types of Units

# Beds: **26**  
Type of Rooms: **Semiprivate, 2-person & 4-person Suites**  
Type of Baths: **Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Wanders**  
Age Range of Residents: **65+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- Beautician / Barber
- Accept Pets (in independent only)
- √ Emergency Call System
- Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## MCCULLOUGH'S REST HOME

720 Orr's Camp Road, Hendersonville, NC 28739  
(828) 693-7976 Fax: (828) 693-7946

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1956**  
Licensed Since: **1956**

### Cost

Payment: **Private Pay, State/County Assistance, Private Ins**  
Call for current pricing.

### Types of Units

# Beds: **13**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **45+**  
**Smoking allowed outside in designated areas.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- Beautician / Barber
- Accept Pets
- √ Emergency Call System - Bells
- √ Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

## MOUNTAIN VIEW ASSISTED LIVING

260 Centerway Drive, Hendersonville, NC 28792  
(828) 692-9960 Fax: (828) 692-8911

www.mizpahcare.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1963**  
Licensed Since: **1969**

### Cost

Payment: **Private Pay, Medicare, Private Insurance**  
Call for current pricing.

### Types of Units

# Beds: **27**  
Type of Rooms: **Private, Semiprivate, 2-3 party rooms**  
Type of Baths: **Private, Semiprivate, Handicap Bath, Shared Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **All must have Alzheimer's or dementia**  
Age Range of Residents: **65+**  
**Smoking allowed outside in designated areas.**

### Services and Amenities Available on Site (\$=charge)

- ✓ Transportation Assistance
- ✓ Assistance w/ Arranging Community Services
- ✓ Assistance with Shopping
- ✓ Laundry Services
- ✓ Exercise Program
- ✓ Meal Choices
- ✓ Resident's Council
- \$ Beautician / Barber
- ✓ Accept Pets
- ✓ Emergency Call System
- Snacks
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available: **No**

### Comments

## PACIFICA HERITAGE HILLS

3200 Heritage Circle, Hendersonville, NC 28791  
(828) 693-8292 Fax: (828) 694-3546

www.pacificaseniorliving.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home & Memory Care**  
Year Constructed: **1985**  
Licensed Since: **1985**

### Cost

Payment: **Private Pay, State/County Assistance**  
Call for current pricing.

### Types of Units

# Beds: **24**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath**  
All Furnishings Provided? **No**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **65+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- ✓ Transportation Assistance
- ✓ Assistance w/ Arranging Community Services
- ✓ Assistance with Shopping
- ✓ Laundry Services
- ✓ Exercise Program
- ✓ Meal Choices
- ✓ Resident's Council
- ✓ Beautician / Barber
- ✓ Accept Pets (weight limitations)
- ✓ Emergency Call System
- ✓ Snacks
- ✓ Worship Services
- ✓ Secured Doors

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available: **Yes**  
Secured / Locked Unit: **Yes**

### Comments

## TERRABELLA HENDERSONVILLE

3851 Howard Gap Road, Hendersonville, NC 28792  
(828) 693-0700 Fax: (828) 697-0027

www.carillonassistedliving.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **2005**  
Licensed Since: **10/2005**

### Cost

Payment: **Private Pay, Private Ins**  
Call for current pricing.

### Types of Units

# Beds: **96**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **60 - 110**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council  
Beautician / Barber
- √ Accept Pets
- √ Emergency Call System  
Snacks  
Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available: **Yes**  
Secured / Locked Unit: **Yes**

### Comments

## THE GARDENS OF HENDERSONVILLE

1000 West Allen Street, Hendersonville, NC 28739  
(828) 693-3388 Fax: (828) 697-5461

hendersonvilleseniors.com

Profit/Non-profit: **Non-Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **1988**  
Licensed Since: **1988**

### Cost

Payment: **Private Pay, Medicaid**  
Call for current pricing.

### Types of Units

# Beds: **60**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **18+**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident's Council
- \$ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System  
Snacks  
Worship Services
- √ Hospice Care
- √ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **Yes**

### Comments

Respect, dignity and giving tender loving care is our #1 goal. The affordable alternative to nursing home care.

## THE LANDINGS OF MILLS RIVER

4143 Haywood Road, Mills River, NC 28759  
(828) 891-2166 Fax: (828) 891-0056

millsriverseniors.com

Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed:  
Licensed Since: **2018**

### Cost

Payment: **Private Pay, Medicaid**  
Call for current pricing.

### Types of Units

# Beds: **65**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **No**

### Admission Restrictions

Cannot accept those who:  
Age Range of Residents: **18+**  
**No smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- √ Meal Choices
- Resident's Council
- \$ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- Snacks
- Worship Services
- √ Hospice Care
- √ Rehabilitation Therapies

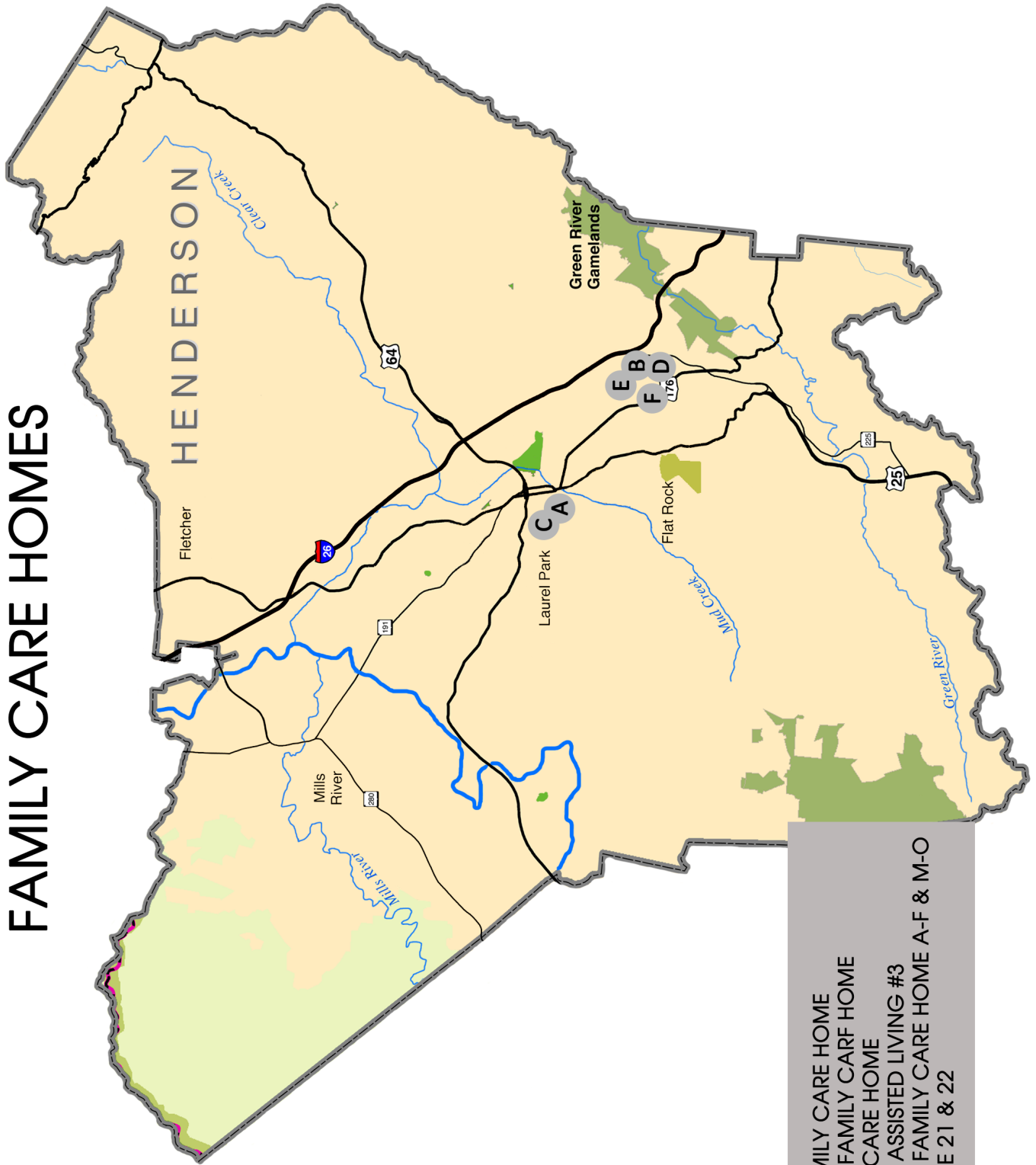
**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **Yes**  
Respite Care Available:

### Comments

# HENDERSON COUNTY FAMILY CARE HOMES



- A - HEBRON FAMILY CARE HOME
- B - JUST IN TIME FAMILY CARF HOME
- C - KAY FAMILY CARE HOME
- D - SOUNDVIEW ASSISTED LIVING #3
- E - SOUNDVIEW FAMILY CARE HOME A-F & M-O
- F - TORE'S HOME 21 & 22





## HEBRON FAMILY CARE HOME

1310 Hebron Street, Hendersonville, NC 28739  
(828) 216-8376 Fax: (828) 434-9360

Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed: **1995**  
Licensed Since: **1995**

### Cost

Payment: **Private Pay, State/County Assistance**  
Call for current pricing.

### Types of Units

# Beds: **6**  
Type of Rooms: **Private**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Wheelchair bound or violent**  
Age Range of Residents **18 - 100**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- √ Exercise Program
- √ Meal Choices
- Resident's Council
- Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- √ Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## JUST IN TIME FAMILY CARE HOME 1 - 2

226, 254 Kendrick Court, Flat Rock, NC 28731  
(828) 1:693-5179 2:692-9683 Fax: (828) call for fax

Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed: **1998**  
Licensed Since: **2011**

### Cost

Payment: **Private Pay, Medicaid**  
Call for current pricing.

### Types of Units

# Beds: **6 each**  
Type of Rooms: **Private**  
Type of Baths: **Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Wanders, Patients needing 2-person assistance**  
Age Range of Residents: **21+**  
**Smoking allowed outside from 7am - 10pm.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- Laundry Services
- Exercise Program
- √ Meal Choices
- √ Resident's Council
- √ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- √ Snacks
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## KAY FAMILY CARE HOME, LLC

337 Overlook Terrace, Hendersonville, NC 28739  
(828) 692-8402 Fax: (828) 692-8402

Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed: **1972**  
Licensed Since: **2008**

### Cost

Payment: **Private Pay, Medicare, Medicaid, Private Insurance**

Call for current pricing.

### Types of Units

# Beds: **4**  
Type of Rooms: **Private, Semiprivate**  
Type of Baths: **Private, Shared Bath, Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Dementia and Alzheimer's**  
Age Range of Residents: **30-75**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- √ Meal Choices
- √ Resident's Council
- Beautician / Barber
- Accept Pets
- √ Emergency Call System
- √ Snacks
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available: **No**

### Comments

## SOUNDVIEW ASSISTED LIVING #3

178 Kendrick Court, Flat Rock, NC 28731  
(828) 458-7341 Fax: (828) 333-5506

Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed: **1998**  
Licensed Since: **May 2003**

### Cost

Payment: **Private Pay, State/County Assistance**  
Call for current pricing.

### Types of Units

# Beds: **6 each**  
Type of Rooms: **Private**  
Type of Baths: **Shared Bath (2 share 1 bath), Handicap Bath**  
All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Under 18**  
Age Range of Residents: **18 - 97**  
**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- √ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- √ Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**  
Respite Care Available:

### Comments

Every person deserves respect and dignity.

## SOUNDVIEW FAMILY CARE HOMES A - F, M - O

A, B, D, E: 70, 32, 43, 69 Oxbow Lane C, M: 247, 151 Kendrick Court F, N, O: 24, 15, 34 East Monet Court  
Flat Rock, NC 28731

Office: (828) 694-1147 Fax: (828) 694-1147

Owned By: **Soundview Family Care Home, Inc**  
Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed: **1997 - 1998**  
Licensed Since: **May 2003**

### Cost

Payment: **Private Pay, State/County Assistance**

Call for current pricing.

### Types of Units

# Beds: **6 each**

Type of Rooms: **Private**

Type of Baths: **Private, Shared Bath, Handicap Bath**

All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Violent or suicidal**

Age Range of Resident **18+**

**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- √ Beautician / Barber
- √ Accept Pets
- √ Emergency Call System
- Snacks
- √ Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**

Respite Care Available: **No**

### Comments

We bring the caring home.

## TORÉ'S HOME 21 & 22

21: 2408 Spartenburg Hwy 22: 41 Tore's Drive, East Flat Rock, NC 28726

21: (828) 513-5002 22: (828) 513-5076 Fax: (828) same

Owned By: **Tore's Home, Inc**  
Profit/Non-profit: **Profit**  
Type of Facility: **Family Care Home**  
Year Constructed:  
Licensed Since:

### Cost

Payment: **Private Pay, State/County Assistance**

Call for current pricing.

### Types of Units

# Beds: **6**

Type of Rooms: **Private**

Type of Baths: **Private, Shared Bath, Handicap Bath**

All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:

Age Range of Residents:

**Call to inquire about smoking policy.**

### Services and Amenities Available on Site (\$=charge)

- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

### Features

Is there a separate Alzheimer's/Dementia unit? **No**

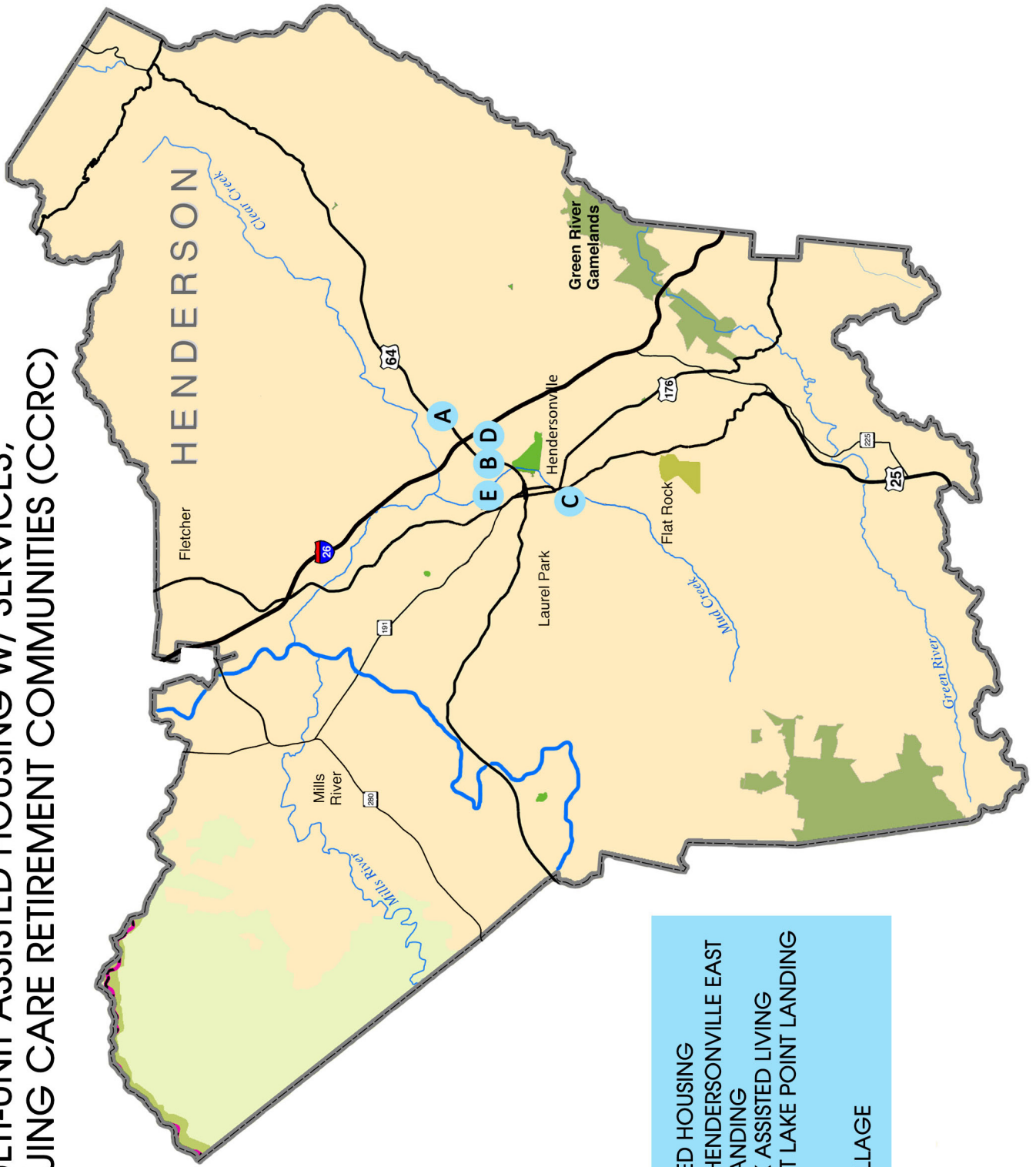
Respite Care Available: **No**

### Comments



# HENDERSON COUNTY

## MULTI-UNIT ASSISTED HOUSING W/ SERVICES, CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)



- MULTI-UNIT ASSISTED HOUSING
- A - BROOKDALE HENDERSONVILLE EAST
- B - LAKE POINT LANDING
- C - SUNNYBROOK ASSISTED LIVING
- D - THE BRIDGE AT LAKE POINT LANDING
- CCRCs
- E - CAROLINA VILLAGE





## BROOKDALE HENDERSONVILLE EAST

2601 Chimney Rock Road, Hendersonville, NC 28792  
(828) 692-1911 Fax: (828) 696-3713

www.brookdale.com  
email:

Profit/Non-profit: **Profit**  
Type of Facility: **Independent with Assisting Services**  
Year Opened: **1997**

### Fees

Deposit or Entrance Fee: **\$2,500**  
Monthly Rates: **\$2,350 to \$3,640**  
Note: Fees listed have been provided by the community.  
Please contact the facility for more information.

### Types of Units

Studio: **47**  
One Bedroom: **57**  
Two Bedroom: **6**  
More: **0**

### Contract and Refund Options

Entrance Fee Refund Options: **None**

### Services and Amenities Available on Site

- ✓ Emergency Call System
- ✓ Exercise Room or Programs
- ✓ Housekeeping (some or all) in Monthly Fees
- ✓ Meal (all - 3/day) in Monthly Fees
- ✓ Pets (some) Allowed
- ✓ Transportation Available
- ✓ Utilities (some or all) in Monthly Fees
- ✓ Other: Basic Cable, Daily Activity Program

## LAKE POINT LANDING

333 Thompson Street, Hendersonville, NC 28792  
(828) 693-7800 Fax: (828) 697-8984

www.lakepointeretirement.com  
email:

Profit/Non-profit: **Profit**  
Type of Facility: **Multi-Unit Housing**  
Year Opened: **1998**

### Fees

Deposit or Entrance Fee: **\$2,500**  
Monthly Rates: **\$2,800 to \$4,550**  
Note: Fees listed have been provided by the community.  
Please contact the facility for more information.

### Types of Units

Studio: **2**  
One Bedroom: **70**  
Two Bedroom: **33**  
More: **20**

### Contract and Refund Options

Entrance Fee Refund Options: **95% Refund in 90 days**

### Services and Amenities Available on Site

- ✓ Emergency Call System
- ✓ Exercise Room or Programs
- ✓ Housekeeping (some or all) in Monthly Fees
- ✓ Meal (some or all) in Monthly Fees
- ✓ Pets (some) Allowed - Weight Limit
- ✓ Transportation Available
- ✓ Utilities (some or all) in Monthly Fees
- ✓ Other: Indoor Pool & Theatre

## SUNNYBROOK ASSISTED LIVING

306 Spring Street, Hendersonville, NC 28739  
(828) 693-5417 Fax: (828) 693-5251

www.sunnybrook-nc.com  
email:

Profit/Non-profit: **Profit**  
Type of Facility: **Multi-Unit Housing**  
Year Opened: **1996**

### Fees

Deposit or Entrance Fee: **\$0**  
Monthly Rates: **\$3,000 to \$5,000**  
Note: Fees listed have been provided by the community.  
Please contact the facility for more information.

### Types of Units

Studio: **2**  
One Bedroom: **50**  
Two Bedroom: **0**  
More: **0**

### Contract and Refund Options

Entrance Fee Refund Options: **Pro Rate Month**

### Services and Amenities Available on Site

- ✓ Emergency Call System
- ✓ Exercise Room or Programs
- ✓ Housekeeping (some or all) in Monthly Fees
- ✓ Meal (some or all) in Monthly Fees  
\*Uses fresh and organic foods
- ✓ Pets (some) Allowed
- ✓ Transportation Available
- ✓ Utilities (some or all) in Monthly Fees
- Other:

## THE BRIDGE AT LAKE POINT LANDING

334 Thompson Street, Hendersonville, NC 28792  
(828) 692-7601 Fax: (828) 694-5459

www.lakepointeretirement.com  
email:

Profit/Non-profit: **Profit**  
Type of Facility: **Multi-Unit Housing**  
Year Opened: **2009**

### Fees

Deposit or Entrance Fee: **\$2,000**  
Monthly Rates: **\$4,178 to \$7,678**  
Note: Fees listed have been provided by the community.  
Please contact the facility for more information.

### Types of Units

Studio: **34**  
One Bedroom: **61**  
Two Bedroom: **6**  
More: **0**

### Contract and Refund Options

Entrance Fee Refund Options: **75% Refund in 90 days**

### Services and Amenities Available on Site

- ✓ 24 Hour Nursing Assistance
- ✓ LPNs and CNAs, under RN supervision, assist with medication management and Activities of Daily Living
- ✓ 3 Meals/Day included in Monthly Fee
- ✓ Weekly Housekeeping, Laundry & Linen Service included in Monthly Fee
- ✓ Transportation, Planned Activities, Exercise Room, Wellness and Therapy Services
- ✓ All Utilities included in Monthly Fee
- ✓ Pets Allowed (some) - Weight Limit
- ✓ Emergency Call System
- ✓ Month to Month Lease; No Level of Care Charges

## CAROLINA VILLAGE

600 Carolina Village Road, Hendersonville, NC 28792  
(828) 692-6275 Fax: (828) 692-7876

www.carolinavillage.com  
email:

Profit/Non-profit: **Profit**  
Type of Facility: **CCRC**  
Year Opened: **1974**

### Fees

Deposit or Entrance Fee: **\$95,400 to \$373,700**

Monthly Rates: **\$1,496 to \$5,083**

Note: Fees listed have been provided by the community.  
Please contact the facility for more information.

### Contract and Refund Options

Contract Options: **Extensive**  
Entrance Fee Refund Options: **Declining Refund**

### Types of Units

Independent Living Units: **344**

Assisted Living Units:

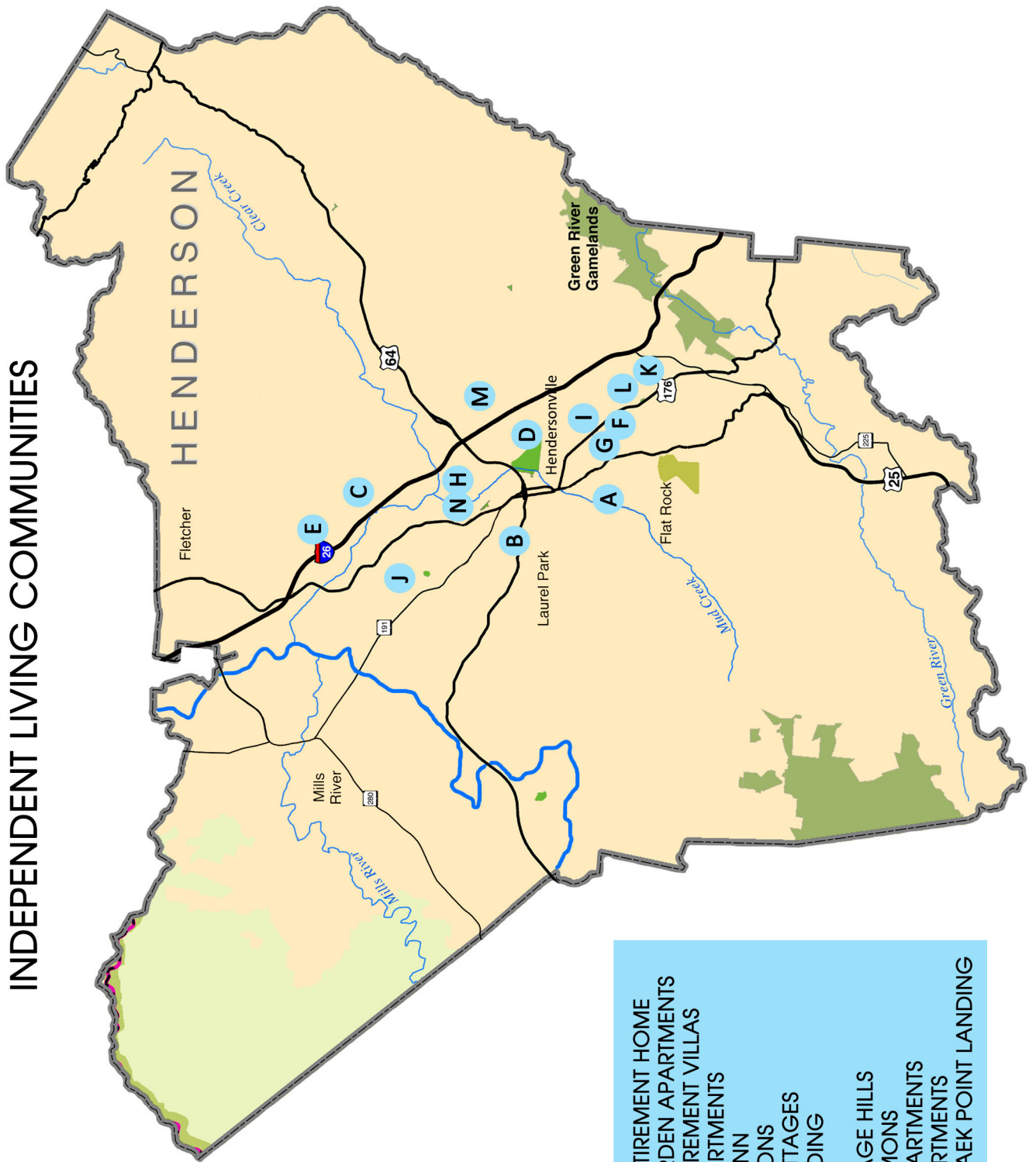
Nursing Beds:

### Services and Amenities Available on Site

- Dementia Units Available
- √ Direct Admission to Assisted Living
- √ Direct Admission to Nursing
- Medicaid Certified
- √ Medicare Certified - Skilled Only
- √ Emergency Call System
- √ Exercise Room or Programs
- √ Housekeeping (some or all) in Monthly Fees
- √ Meal (some or all) in Monthly Fees
- √ Pets (some) Allowed
- √ Transportation Available
- √ Utilities (some or all) in Monthly Fees
- Other:



# HENDERSON COUNTY INDEPENDENT LIVING COMMUNITIES



- A - DAVIS HOUSE RETIREMENT HOME
- B - DELLWOOD GARDEN APARTMENTS
- C - DOGWOOD RETIREMENT VILLAS
- D - EAST WINDS APARTMENTS
- E - FLETCHER PARK INN
- F - HILLSIDE COMMONS
- G - KING CREEK COTTAGES
- H - LAKE POINT LANDING
- I - OAK HAVEN
- J - PACIFICA HERITAGE HILLS
- K - PARKSIDE COMMONS
- L - REGAL OAKS APARTMENTS
- M - SUGAR HILL APARTMENTS
- N - THE BRIDGE AT LAEK POINT LANDING





## DAVIS HOUSE RETIREMENT HOME

320 4th Avenue West, Hendersonville, NC 28739  
(828) 693-4470 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **8 (Furnished w/ private bath)**  
Age: **62+ or Handicap**  
Rent: **Normal rate**  
Utilities: **Water, trash**

### Services and Amenities Available on Site

- ✓ Meals (3 meal per day)
- ✓ Transportation (Doctor appointments, etc)
- ✓ Laundry
- ✓ Housekeeping
- ✓ Pets (w/ \$200 fee)
- ✓ Maintenance

## DELLWOOD GARDEN APARTMENTS

47 Dellwood View Lane, Hendersonville, NC 28791  
(828) 692-5200 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **118**  
Age: **55+**  
Rent:  
Utilities: **Water, trash**

### Services and Amenities Available on Site

- Meals
- ✓ Transportation (Apple Country Transport)
- ✓ Laundry Facility
- Housekeeping
- Pets
- ✓ Maintenance

## DOGWOOD RETIREMENT VILLAS

602 Brookside Camp Road, Hendersonville, NC 28791  
(828) 692-2222 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **22**  
Age: **55+**  
Rent: **Normal rate**  
Utilities: **All except phone**

### Services and Amenities Available on Site

- ✓ Meals (3 meal a day)
- ✓ Transportation (Apple Country Transport)
- ✓ Laundry
- ✓ Housekeeping
- ✓ Pets
- ✓ Maintenance

## EAST WINDS APARTMENTS

133 Tracy Grove Road, Hendersonville, NC 28792  
(828) 697-2473 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **30**  
Age: **62+ or disabled**  
Rent: **HUD**  
Utilities: **Water, sewer, trash**

### Services and Amenities Available on Site

- Meals
- ✓ Transportation (Apple Country Transport)
- ✓ Laundry
- Housekeeping
- ✓ Pets (20 lbs)
- ✓ Maintenance

## FLETCHER PARK INN RETIREMENT CENTER

150 Tulip Trail, Hendersonville, NC 28792  
(828) 209-6930 Fax: (828) 209-6939

www.fletcherparkinn.com

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **67 apartments plus duplexes**  
Age: **55+**  
Rent: **Normal rate, Private Pay Only**  
Utilities: **All except phone**

### Services and Amenities Available on Site

- ✓ Meals (1 meal buffet(veg, vegan, and meat option))
- ✓ Transportation
- ✓ Laundry Facility
- ✓ Housekeeping
- ✓ Aquatics and Fitness Center
- ✓ Maintenance

## HILLSIDE COMMONS

189 Hillside Commons Drive, Hendersonville, NC 28792  
(828) 696-2774 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **36**  
Age: **62+**  
Rent: **30% of adjusted income if eligible**  
Utilities: **Trash service only**

### Services and Amenities Available on Site

- Meals
- ✓ Transportation
- ✓ Laundry Facility
- Housekeeping
- ✓ Pets (30 lbs w/ deposit)
- ✓ Maintenance

## KING CREEK COTTAGES

201 King Creek Boulevard, Hendersonville, NC 28792  
(828) 698-0290 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units:  
Age: **Disabled**  
Rent: **Income based**  
Utilities: **Trash and water**

### Services and Amenities Available on Site

- Meals
- Transportation
- Laundry Facility
- Housekeeping
- ✓ Pets
- Maintenance

## LAKE POINT LANDING

333 Thompson Street, Hendersonville, NC 28792  
(828) 693-7800 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Housing Information

# of Units: **126**  
Age: **55+**  
Rent:  
Utilities: **All except phone and internet**

### Services and Amenities Available on Site

- ✓ Meals
- ✓ Transportation
- ✓ Laundry
- ✓ Housekeeping
- ✓ Pets (25 lbs w/ deposit)
- ✓ Maintenance
- ✓ 24 HR Emergency Medical Assistance

## OAK HAVEN

1308 Old Spartanburg Road, Hendersonville, NC 28792  
(828) 693-6922 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units:  
Age: **Seniors 55+, Disabled 45+**  
Rent: **Max 60% AMI**  
Utilities: **Trash**

Meals  
Transportation  
Laundry  
Housekeeping  
✓ Pets  
Maintenance

## PACIFICA HERITAGE HILLS

3200 Heritage Circle, Hendersonville, NC 28792  
(828) 693-8292 Fax: (828)

[www.pacificaseniorliving.com](http://www.pacificaseniorliving.com)

Type of Facility: **Independent Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units: **100**  
Age: **65+**  
Rent: **Call for current prices**  
Utilities: **All except phone**

✓ Meals (1 meal)  
✓ Transportation  
✓ Laundry (In home)  
✓ Housekeeping (Biweekly)  
✓ Pets (No deposit)  
✓ Maintenance

## PARKSIDE COMMONS

107 East Blue Ridge Road, East Flat Rock, NC 28726  
(828) 697-6191 Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units: **25**  
Age: **55+**  
Rent:  
Utilities: **All except cable and phone**

Meals  
✓ Transportation  
✓ Laundry  
Housekeeping  
✓ Pets  
✓ Maintenance

## REGAL OAKS APARTMENTS

1310 Old Spartanburg Road, Hendersonville, NC 28792  
(828) Fax: (828)

Type of Facility: **Independent Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units: **24**  
Age: **62+**  
Rent:  
Utilities:

Meals  
Transportation  
Laundry  
Housekeeping  
Pets  
Maintenance

## SUGAR HILL APARTMENTS

66 Ladies Mantle Court, Hendersonville, NC 28792  
(828) 692-1401 Fax: (828) 692-1401

Type of Facility: **Independent Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units: **10 - 2 Bedroom, 30 - 1 Bedroom**  
Age: **55+ or disabled**  
Rent: **Income limits**  
Utilities:

Meals  
Transportation  
✓ Laundry Facilities  
Housekeeping  
✓ Pets  
✓ Maintenance

## THE BRIDGE AT LAKE POINT LANDING

334 Thompson Street, Hendersonville, NC 28792  
(828) 692-7601 Fax: (828)

www.  
email:

Type of Facility: **Assisted Living for Senior & Disabled**

### Services and Amenities Available on Site

#### Housing Information

# of Units: **101**  
Age: **55+**  
Rent:  
Utilities: **All except phone**

✓ Meals (3 meals per day)  
✓ Transportation  
✓ Laundry  
✓ Housekeeping  
✓ Pets (25 lbs w/ deposit)  
✓ Maintenance  
✓ Assistance w/ medication, hygiene, dressing, bathing  
✓ 24 HR Nursing Service

# COUNTY RESOURCES

## INFORMATION AND REFERRALS FOR SERVICES

**2-1-1 United Way/Community Resource Connections (CRC)**  
211 or (828) 253-4357 - Toll-Free 1-866-401-6342  
[www.211wnc.org](http://www.211wnc.org)

**Alzheimer's Association Western Carolina Chapter**  
1-800-272-3900  
[www.alz.org/northcarolina](http://www.alz.org/northcarolina)

**Buncombe County Department of Health and Human Services  
(also referred to as DSS)**  
(828) 250-5500  
[www.buncombecounty.org/Governing/Depts/Dss/Adults/](http://www.buncombecounty.org/Governing/Depts/Dss/Adults/)

**Council on Aging of Buncombe County, Inc**  
(828) 277-8288  
[www.coabc.org](http://www.coabc.org)

**Council on Aging for Henderson County**  
(828) 692-4203  
[www.coahc.org](http://www.coahc.org)

**Council on Aging of Madison County**  
(828) 649-2722  
[www.madisoncountync.org/ComServcontact.php](http://www.madisoncountync.org/ComServcontact.php)

**Council on Aging for Transylvania County**  
[www.transylvaniacounty.org/content/council-aging-transylvania-county](http://www.transylvaniacounty.org/content/council-aging-transylvania-county)

**Disability Partners**  
(828) 298-1977  
[www.disabilitypartners.org](http://www.disabilitypartners.org)

**Henderson County Department of Social Services**  
(828) 697-5500  
[www.hendersoncountync.org/dss](http://www.hendersoncountync.org/dss)

**Madison County Department of Community Services**  
(828) 649-2722

**Madison County Department of Social Services (DSS)**  
(828) 649-2711  
[www2.ncdhhs.gov/dss/local/dir\\_madi.htm](http://www2.ncdhhs.gov/dss/local/dir_madi.htm)

**MemoryCare of Asheville**  
(828) 771-2219  
[www.memorycare.org](http://www.memorycare.org)

**NC DHHS Care-Line**  
1-800-662-7030  
[www.ncdhhs.gov/ocs/careline](http://www.ncdhhs.gov/ocs/careline) OR [www.nccarelink.gov](http://www.nccarelink.gov)

**NC Senior Legal Helpline**  
1-877-579-7562

**Pisgah Legal Services**  
(828) 253-0406  
[www.pisgahlegal.org](http://www.pisgahlegal.org)

**Senior Health Insurance Information Program (SHIIP)**  
1-800-443-9354  
[www.ncshiiip.com](http://www.ncshiiip.com)

**Transylvania County Department of Social Services (DSS)**  
(828) 884-3174  
[www.transylvaniacounty.org/dss-adult-services](http://www.transylvaniacounty.org/dss-adult-services)

## LONG TERM CARE FACILITY INFORMATION

**NC Adult Care Home Violation and Penalty Reports**  
[www2.ncdhhs.gov/dhsr/acls/adultcarepenalties.html](http://www2.ncdhhs.gov/dhsr/acls/adultcarepenalties.html)

**NC Adult Care Home Star Ratings**  
[www2.ncdhhs.gov/dhsr/acls/star/search.asp](http://www2.ncdhhs.gov/dhsr/acls/star/search.asp)

**NC Nursing Home Survey Reports and Star Ratings**  
[www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)

**For other questions regarding licensed Long Term Care Facilities**  
[www.ncdhhs.gov/divisions/daas](http://www.ncdhhs.gov/divisions/daas)

## ADVOCACY

**Disability Rights North Carolina**  
1-877-235-4210  
[www.disabilityrightsn.org](http://www.disabilityrightsn.org)

**Friends of Residents in Long Term Care**  
(919) 782-1530  
[www.forltc.org](http://www.forltc.org)

**The National Consumer Voice for Quality Long-Term Care**  
(202) 332-2275  
[theconsumervoice.org](http://theconsumervoice.org)

## TO REPORT COMPLAINTS ABOUT AGED OR DISABLED ADULTS

**For residents living in Adult Care or Nursing Homes**  
(NC Division of Health Service Regulation in Raleigh)  
1-800-624-3004

**Regional Office of Long-Term Care Ombudsman**  
(828) 251-6622

**State Office of Long-Term Care Ombudsman**  
(919) 855-3400

### **Adult Protective Services**

**Buncombe County** (828) 250-5800  
(828) 250-5800 \*\*

**Henderson County** (828) 697-5500  
(828) 697-4911 \*\*

**Madison County** (828) 649-9498  
(828) 649-2721 \*\*

**Transylvania County** (828) 884-3174  
(828) 884-3188 \*\*

\*\* Call after 5 pm and on Holidays and Weekends

**Disability Rights**  
1-877-235-4210

# INDEX

## BUNCOMBE COUNTY NURSING HOMES

|  |    |
|--|----|
| Aston Park Health Care Center, Inc.            | 25 |
| Bear Mountain Health and Rehab                 | 25 |
| Black Mountain Neuro-Medical Treatment Center  | 26 |
| Brooks-Howell Home                             | 26 |
| Deerfield Episcopal Retirement Community, Inc. | 27 |
| Elevate Health and Rehabilitation              | 27 |
| Emerald Ridge Rehabilitation and Care Center   | 28 |
| Flesher's Fairview Health Care Center, Inc.    | 28 |
| Givens Health Center                           | 29 |
| Givens Highland Farms                          | 29 |
| Mountain Ridge Wellness Center, LLC            | 30 |
| NC State Veterans Nursing Home                 | 30 |
| Pisgah Manor Health Care Center                | 31 |
| StoneCreek Health and Rehabilitation           | 31 |
| Swannanoa Valley Health and Rehab              | 32 |
| The Greens at Weaverville                      | 32 |
| The Laurels of GreenTree Ridge                 | 33 |
| The Laurels of Summit Ridge                    | 33 |
| The Oaks at Sweeten Creek                      | 34 |
| WNC Baptist Home / Rickman Nursing Care Center | 34 |

## BUNCOMBE COUNTY ADULT CARE HOMES

|   |    |
|---|----|
| Arbor Terrace of Asheville                                  | 37 |
| Becky's Rest Home 1 & 2                                     | 37 |
| Brookdale Asheville Overlook                                | 38 |
| Brookdale Asheville Walden Ridge                            | 38 |
| Candler Living Center                                       | 39 |
| Chase Samaritan Assisted Living                             | 39 |
| Chunn's Cove Assisted Living                                | 40 |
| Flesher's Fairview Rest Home, Inc.                          | 40 |
| Harmony at Reynolds Mountain                                | 41 |
| Heather Glen at Ardenwoods                                  | 41 |
| Hominy Valley Retirement Center                             | 42 |
| Majorie McCune Memorial Center                              | 43 |
| Nana's Assisted Living Facility                             | 43 |
| Richard A. Wood, Jr. Assisted Living Center / Givens Estate | 44 |
| Richmond Hill Rest Home 1 - 5                               | 44 |
| Trinity View  | 45 |
| Windwood Assisted Living                                    | 45 |

## BUNCOMBE COUNTY FAMILY CARE HOMES

|  |    |
|--|----|
| Alverta Bolick Home                        | 47 |
| Angel House 1 - 7                          | 47 |
| Autumn View Assisted Living 1-6            | 48 |
| Deaverview Heights Family Care Home        | 48 |
| Evergreen Living Home 1 - 3, 10 - 13       | 49 |
| Fairview Family Care Home 1 - 4            | 49 |
| Living Waters Elder Care Home              | 50 |
| Mount Moriah West A-B                      | 50 |
| Mount Moriah North 1-5                     | 51 |
| Redeemed Family Care Home of Barnardsville | 51 |
| Riverside Village Homes 3-7                | 52 |
| Riverside Village Homes G - J              | 52 |
| Soundview II                               | 53 |
| St. Mary Rosa's Family Care Home           | 53 |

## **BUNCOMBE COUNTY CONTINUING CARE RETIREMENT COMMUNITIES (CCRCs)**

|  |    |
|--|----|
| Ardenwoods .....                               | 57 |
| Brooks-Howell Home .....                       | 57 |
| Deerfield Episcopal Retirement Community ..... | 58 |
| Givens Estate .....                            | 58 |
| Givens Highland Farms .....                    | 59 |
| Pisgah Valley Retirement Community .....       | 59 |

## **BUNCOMBE COUNTY INDEPENDENT LIVING FOR SENIORS AND DISABLED**

|  |    |
|--|----|
| Arrowhead Apartments .....                   | 63 |
| Asheville Terrace Apartments .....           | 63 |
| Ashewood Manor .....                         | 63 |
| Battery Park Apartments.....                 | 63 |
| Bella Vista Gracious Retirement Living ..... | 64 |
| Blue Ridge Apartments .....                  | 64 |
| Compton Place .....                          | 64 |
| Crowell Square .....                         | 64 |
| George Knight Homes at Skyland .....         | 65 |
| Givens Gerber Park .....                     | 65 |
| Givens Housing, Inc .....                    | 65 |
| Laurel Woods Apartments .....                | 65 |
| Life House Apartments .....                  | 66 |
| Marjorie McCune Memorial Center .....        | 66 |
| Mountain Springs Apartments .....            | 66 |
| Overlook Apartments .....                    | 66 |
| Ridge Apartments .....                       | 67 |
| Ross Creek Commons .....                     | 67 |
| Skyland Apartments .....                     | 67 |
| The Vanderbilt Apartments .....              | 67 |
| Trinity View .....                           | 68 |
| Villas at Fallen Spruce .....                | 68 |
| WNC King Nantahala Apartments .....          | 68 |

## **HENDERSON COUNTY NURSING HOMES**

|  |    |
|--|----|
| Carolina Village .....                         | 73 |
| Hendersonville Health and Rehabilitation ..... | 73 |
| Life Care Center of Hendersonville .....       | 74 |
| Orchard Valley Health and Rehab .....          | 74 |
| The Greens at Hendersonville.....              | 75 |
| The Laurels of Hendersonville.....             | 75 |
| The Lodge at Mills River .....                 | 76 |
| Universal Health Care / Fletcher .....         | 76 |
| Valley Hill Health and Rehabilitation.....     | 77 |

## **HENDERSON COUNTY ADULT CARE HOMES**

|   |    |
|---|----|
| Carolina Reserve of Hendersonville..... | 81 |
| Carolina Reserve of Laurel Park .....   | 81 |
| Carolina Village .....                  | 82 |
| Cherry Springs Village .....            | 82 |
| Henderson's Assisted Living .....       | 83 |
| McCullough's Rest Home .....            | 83 |
| Mountain View Assisted Living .....     | 84 |
| Pacifica Heritage Hills .....           | 84 |
| TerraBella Hendersonville.....          | 85 |
| The Gardens of Hendersonville.....      | 85 |
| The Landings of Mills River .....       | 86 |



**HENDERSON COUNTY FAMILY CARE HOMES**

Hebron Family Care Home ..... 89
Just In Time Family Care Home 1 - 2 ..... 89
Kay Family Care Home, LLC ..... 90
Soundview Assisted Living #3 ..... 90
Soundview Family Care Homes A - F, M - O ..... 91
Tore's Home 21 & 22 ..... 91

**HENDERSON COUNTY MUTLI-UNIT ASSISTED HOUSING WITH SERVICES**

Brookdale Hendersonville East ..... 95
Lake Point Landing ..... 95
Sunnybrook Assisted Living ..... 96
The Bridge at Lake Point Landing ..... 96

**HENDERSON COUNTY CONTINUING CARE RETIREMENT COMMUNITIES (CCRCs)**

Carolina Village ..... 97

**HENDERSON COUNTY INDEPENDENT LIVING FOR SENIORS AND DISABLED**

Davis House Retirement Home ..... 101
Dellwood Garden Apartments ..... 101
Dogwood Retirement Villas ..... 101
East Winds Apartments ..... 101
Fletcher Park Inn Retirement Center ..... 102
Hillside Commons ..... 102
King Creek Cottages ..... 102
Lake Point Landing ..... 102
Oak Haven ..... 103
Pacifica Heritage Hills ..... 103
Parkside Commons ..... 103
Regal Oaks Apartments ..... 103
Sugar Hill Apartments ..... 104
The Bridge at Lake Point Landing ..... 104

**MADISON COUNTY NURSING HOMES**

Elderberry Health Care ..... 109
Madison Health and Rehabilitation ..... 109

**MADISON COUNTY ADULT CARE HOMES**

Mars Hill Retirement Community ..... 113

**MADISON COUNTY FAMILY CARE HOMES**

Hot Springs Family Care Home 1 - 2 ..... 117

**MADISON COUNTY INDEPENDENT LIVING COMMUNITIES FOR SENIORS AND DISABLED**

New Mashburn Gap Apartments ..... 121

**TRANSYLVANIA COUNTY NURSING HOMES**

Sapphire Ridge Health and Rehab ..... 125
The Oaks - Brevard ..... 125
Transylvania Community Hospital - Transitional Care Unit ..... 126

**TRANSYLVANIA COUNTY ADULT CARE HOMES**

Cedar Mountain House ..... 129
Kingsbridge House ..... 129

**TRANSYLVANIA COUNTY FAMILY CARE HOMES**

Tore's Home, Inc 1 - 3 & 7 ..... 133

**TRANSYLVANIA COUNTY MULTI-UNIT HOUSING WITH SERVICE**

College Walk ..... 137  
Tore's Home 4 - 6 ..... 137

**TRANSYLVANIA COUNTY INDEPENDENT LIVING COMMUNITIES FOR SENIORS AND DISABLED**

Balsam Grove Apartments ..... 141  
Cedar Hills Apartments ..... 141  
College Walk Retirement Community ..... 141  
Laurel Village ..... 141



LAND OF SKY REGIONAL COUNCIL'S  
AREA AGENCY ON AGING

339 New Leicester Hwy., Suite 140

Asheville, NC 28806

Phone: 828.251.6622

Fax: 828.251.6353

[www.landofsky.org](http://www.landofsky.org)

MISSION STATEMENT

The Area Agency on Aging is a regional leader and catalyst in supporting older adults to lead more independent, vibrant lives.