Long-Term Care Housing Directory

for Buncombe, Henderson, Madison & Transylvania Counties

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Table of Contents

Introduction 1
How to Use the Guide 2

Nursing Homes
- Definition 3
- Cost 3
- How to Apply 3
- Life in the Nursing Home 4

Assisted Living
- Definition 5

Adult Care Homes and Family Care Homes
- Definition 5
- Cost 5
- How to Apply 6
- Life in an Adult Care Home 6

Multiunit Assisted Housing with Services
- Definition 7
- Purpose / Meals 7
- Cost 7
- Types of Residents 7

Continuing Care Retirement Communities
- Definition 8

Independent Living (Rental) Communities for Seniors and Disabled
- Definitions 9

Selecting a Long-Term Care Facility 10
What to Look for When Visiting 10
Checklist for Choosing a Nursing Home 11
What to Look for When Choosing an Assisted Living Facility 13
Selecting a Continuing Care Retirement Community 15
Resident Rights 16
Nursing Homes with Secured Dementia Care Units 17
Adult Care Homes with Special Care Units 18
Regional Resources 19

Buncombe County (BC)
- BC NH Map 21
- Nursing Homes 23
- BC ACH Map 33
- Adult Care Homes 35
- BC FCH Map 43
- Family Care Homes 45
- CCRC, Independent Living Map 59
- Continuing Care Retirement Communities (CCRC) 61
- Independent Living Communities for Seniors and Disabled 64
- Resources 69

Henderson County (HC)
- HC NH Map 71
- Nursing Homes 73
- HC ACH Map 79
- Adult Care Homes 81

Henderson County (HC) continued

HC FCH Map 89
Family Care Homes 91
Multiunit Housing, CCRC, Independent Map 95
Multiunit Assisted Housing with Services 97
Continuing Care Retirement Communities (CCRC) 99
Independent Living Communities for Seniors and Disabled 100
Resources 103

Madison County (MC)

MC NH Map 105
Nursing Homes 107
MC ACH Map 109
Adult Care Homes 111
MC FCH Map 113
Family Care Homes 115
Independent Living Map 117
Independent Living Communities for Seniors and Disabled 119
Resources 120

Transylvania County (TC)

TC NH Map 121
Nursing Homes 123
TC ACH Map 125
Adult Care Homes 127
TC FCH Map 129
Family Care Homes 131
Multiunit Housing Map 133
Multiunit Assisted Housing with Services 135
Independent Living Communities for Seniors and Disabled 136
Resources 137

Index 139

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 up-to-date 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 and adult 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 Web site: www.landofsky.org

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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
ACH	Adult Care Home
CCRC	Continuing Care Retirement Community
FCH	Family Care Home; 6 or fewer residents
HA	Home for the Aged; licensed adult care home providing assistance with activities of daily living; commonly referred to as rest homes or assisted living. **There may be HA beds in a nursing facility.**
MAHS	Multiunit Assisted Housing with Services
N/A	Information was not applicable
NF	Nursing facility; licensed facilities offering regular nursing services and other health services.
SCU	Special Care Unit in a licensed adult care home.
SN	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. 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.

Few people in nursing homes (less than 5 percent) are covered by Medicare - a federal health insurance program. Medicare only pays for specific needs and procedures and for a limited period of time. 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 <u>may</u> cover up to 100 days of nursing home care; however, the resident is responsible for a co-payment after the 20th 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 at the resident's quarterly care planning meetings.

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 activities 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, an assisted living residence is defined by the Division of Health Services Regulations (DHSR) as "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 house-keeping services and provides personal care services directly or through a formal written agreement with one or more licensed home care or hospice agencies." The Division 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."

There are three types of assisted living residences: adult care homes, adult care homes that serve only elderly persons, and multiunit assisted housing with services. As used in this section, "elderly person" means:

a. Any person who has attained the age of 55 years or older and requires assistance with activities of daily living, housing, and services, or

b. Any adult who has a primary diagnosis of Alzheimer's disease or other form of dementia who requires assistance with activities of daily living, housing, and services provided by a licensed Alzheimer's and dementia care unit.

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 DHSR 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) or Homes for the Aged (HA) 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 Home for the Aged beds on site for those who do not need nursing care. Often, these HA residents have priority for the nursing home beds if the need arises.

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

"Multiunit Assisted Housing with Services (MAHS)" 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. Multiunit assisted housing with services programs are required to register annually with the Division of Health Service Regulation and provide a disclosure statement. The disclosure statement is required to be a part of the annual rental contract that includes a description of the following requirements:

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 pursuant to an agreement effective for the life of the individual or for a period longer than one year." 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. 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. They are also licensed by the state Division of Health Service Regulation for the adult care home or nursing home level of care they provide.

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

www.ncdoi.com/fed/se/fed_se_home.asp

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 type of elderly apartments 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. The term "congregate housing" is used to describe a wide range of independent housing where services may vary considerably. Such housing may be subsidized or private pay.

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 list.

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 shared 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 Quality Star Ratings of the facilities you are considering.** Both of the below sites have additional information about choosing a facility.

  For nursing homes: www.medicare.gov (Click on Find nursing homes)

  For adult care homes: www.ncdhhs.gov/dhsr/acls/star
- 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. These reports are available at the office of the Regional Ombudsman and at 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.
- 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

A - 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)	_____	_____
B - 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?	_____	_____

C - 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?	_____	_____

D – 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	_____	_____
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

from the Full Circle of Care Caregiver Web site **www.fullcirclecare.org**

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 accomodate 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?	_____	_____

		Yes	No
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 Activites

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 physican 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

from the Full Circle of Care Caregiver Web site **www.fullcirclecare.org**

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.

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 33

Black Mountain Neuro-Medical Treatment Center
932 Old US 70
Black Mountain, NC
828-259-6700
See facility information on page 86

Brian Center Health and Rehab - Weaverville
78 Weaver Blvd
Weaverville, NC 28787
828-645-4297
See facility information on page 86

Emerald Ridge Retirement and Care Center
25 Reynolds Mountain Blvd
Asheville, NC 28804
828-645-6619
See facility information on page 91

WNC Baptist Home / Rickman Nursing Care Center
213 Richmond Hill Drive
Asheville, NC 28806
828-254-9675
See facility information on page 91

Brian Center Health and Rehab - Hendersonville
1870 Pisgah Drive
Hendersonville, NC 28791
828-693-9796
See facility information on page 91

Golden Living Center - Hendersonville
1510 Hebron Street
Hendersonville, NC 28739
828-693-8461
See facility information on page 91

Brian Center Health and Rehab - Brevard
115 North Country Club Road
Brevard, NC 28712
828-884-2031
See facility information on page 91

The Oaks - Brevard
300 Morris Raod
Brevard, NC 28712
828-877-4020
See facility information on page 89

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: 17
See facility information on page 33

Clare Bridge of Asheville
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 37

Carillon Assisted Living of 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 86

The Cottage - Spring Arbor
1820 Pisgah Drive
Hendersonville, NC 28739
828-692-6440
Licensee: Spring Arbor of Hendersonville
Beds: 61
Alzheimer's Licensed: 16
See facility information on page 91

Emeritus at Heritage Lodge
2500 Heritage Circle
Hendersonville, NC 28739
828-693-8292
Licensee: Emeritus Corporation
Beds: 24
Alzheimer's Licensed: 24
See facility information on page 89

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 90

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 131

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 Social Services (DSS)
(828) 250-5500
www.buncombecounty.org/governing/depts/dss

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

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
www.main.nc.us/madison/social.html

MemoryCare of Asheville
(828) 771-2219
www.memorycare.org

NC DHHS Care-Line
1-800-662-7030
www.ncdhhs.gov/ocs/careline OR ww.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.ncshiip.com

Transylvania County Department of Social Services (DSS)
(828) 884-3174
www.transylvaniacounty.org/dss

Long-Term Care Facility Information

NC Adult Care Home Violation and Penalty Reports
www.ncdhhs.gov/dhsr/acls/adultcarepenalties

NC Adult Care Home Star Ratings
www.ncdhhs.gov/dhsr/acls/star

NC Nursing Home Survey Reports and Star Ratings
www.medicare.gov
www.data.medicare.gov

For other questions regarding licensed Long-Term Care Facilities
www.ncdhhs.gov/aging

Advocacy

Disability Rights North Carolina
1-877-235-4210
www.disabilityrightsnc.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
www.consumervoice.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) 694-6241 (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 - Beystone Health & Rehab
B - Brian Center Health and Rehab
C - Carolina Village
D - Golden Living Center - Hendersonville
E - Hendersonville Health and Rehab
F - The Laurels of Hendersonville
G - Life Care Center of Hendersonville
H - Mountain Home Health & rehab
I - Universal Health Care

Beystone Health & Rehabilitation

80 Brownberger Circle
Fletcher, NC 28732
(828) 684-4857 Fax: (828) 687-0637

www.beystonehealthandrehab.com
email: lbrinkley@sanstonehealth.com

Owned By: **Ardent Health & Rehabilitation**
Profit/Non-profit: **Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1967**
Licensed Since: **1985**

Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**
Deposit or Entrance Fee: **Amount may vary**
Daily Rates: SN: **$180** to **$200**
HA:

Types of Units

Beds: Nursing/**50** HA/**0**
Type of Rooms: **Private, Semiprivate**
Type of Baths: **Private, Handicap Bath, Shared Bath**
All Furnishings Provided? **Yes**

Admission Restrictions

Cannot accept those who: **Wanderers w/ serious dementia or Alzheimer's**
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
- ✓ 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

Brian Center Health and Rehabilitation / Hendersonville

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

www.savaseniorcare.com
email: ajabela@savas.com

Owned By: **Sava Senior Care**
Profit/Non-profit: **Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1989**
Licensed Since: **1989**

Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**
Deposit or Entrance Fee: **Amount may vary**
Daily Rates: SN: **$215** to **$366**
HA:

Types of Units

Beds: Nursing/**120** HA/**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: **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? **Yes**
Respite Care Available: **Yes**

Comments

Defciency free survey in November 2010. 4 Star rating in 2010 (CMS 5 Star System)

Carolina Village

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

www.carolinavillage.com
email: info@carolinavillage.com

Owned By: **Carolina Village, Inc.**
Profit/Non-profit: **Non-Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1974 / 2000**
Licensed Since: **1974**

Cost
Payment: **Medicare, Private Pay, Private Insurance**
Deposit or Entrance Fee: **One month**
Daily Rates: SN: **$150 / day**
HA:

Types of Units
Beds: Nursing/**58** HA/**0**
Type of Rooms: **Private**
Type of Baths: **Private, Handicap Bath, Shared Bath**
All Furnishings Provided? **Yes**

Admission Restrictions
Cannot accept those who:
Age Range of Residents: **62 - 105**
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 (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
We are part of a CCRC campus. Skilled Nursing services available when it means the most.

Golden Living Center - Hendersonville

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

www.goldenlivingcenters.com
email: glc00235@goldenliving.com

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

Cost
Payment: **Medicare, Medicaid, Private Pay, Private Insurance**
Deposit or Entrance Fee: **$0**
Daily Rates: SN: **$5,158 monthly**
HA:

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

Admission Restrictions
Cannot accept those who: **Call for questions**
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? **Yes**
Respite Care Available: **Yes**

Comments
Long and short term rehab available.

Hendersonville Health and Rehabilitation

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

www.sanstonehealthandrehab.com
email: cromeo@sanstonehealth.com

Owned By: **Hendersonville Physicians & Associates**
Profit/Non-profit: **Non-Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1999**
Licensed Since: **1999**

Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance**
Deposit or Entrance Fee:
Daily Rates: SN: **$169** to **$177**
HA:

Types of Units

Beds: Nursing/**130** HA/**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

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**
Deposit or Entrance Fee: **$0**
Daily Rates: SN: **$190** to **$235**
HA: **$180** to **$202**

Types of Units

Beds: Nursing/**100** HA/**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**
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

Physical occupational and speech therapy.

Life Care Center of Hendersonville

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

www.lcca.com
email: Nancy_Bishop@lcca.com

Owned By: **Life Care Center of America**
Profit/Non-profit: **Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1994**
Licensed Since: **1994**

Cost
Payment: **Medicare, Medicaid, Private Pay, Private Insurance**
Deposit or Entrance Fee: **$0**
Daily Rates: SN: **$220.50** to **$355.75**
HA:

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

Admission Restrictions
Cannot accept those who: **Under 18, vents**
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 - Private Pay**

Comments

Mountain Home Health and Rehabilitation

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

www.
email: mountainhome.admissions@healthservices.cc

Owned By: **Health Services, Inc.**
Profit/Non-profit: **Profit**
Type of Facility: **Nursing Home**
Year Constructed: **1984**
Licensed Since: **1986**

Cost
Payment: **Medicare, Medicaid, Private Pay, Private Ins, VA**
Deposit or Entrance Fee: **$0**
Daily Rates: SN: **$195** to **$210**
HA:

Types of Units
Beds: Nursing/**134** HA/**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: **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

Universal Health Care / Fletcher

86 Old Airport Road
Fletcher, NC 28732
(828) 654-9060 Fax: (828) 654-9071
www.univhealthcare.com
email: info-uf@univhealthcare.com

Owned By: **Choice Healthcare Management**
Profit/Non-profit: **Profit**
Type of Facility: **Nursing Home**
Year Constructed: **2003**
Licensed Since: **2003**

Cost

Payment: **Medicare, Medicaid, Private Pay, Private Insurance VA, Hospice**
Deposit or Entrance Fee: **Amount may vary**
Daily Rates: SN: **Call for current rates**
HA:

Types of Units

Beds: Nursing/**90** HA/**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+**
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

Henderson County
Adult Care Homes

A - Blue Ridge Retirement
B - Cardinal Care Center
C - Carillon Assisted Living of Hendersonville
D - Carolina Village
E - Cherry Springs Village
F - Country Meadows Rest Home
G - Emeritus at Heritage Lodge
H - Henderson's Assisted Living
I - McCullough's Rest Home
J - Mountain View Assisted Living
K - Spring Arbor of Hendersonville
L - Spring Arbor West
M - Winchester House 1-2

Blue Ridge Retirement

1003 9th Avenue West
Hendersonville, NC 28791
(828) 693-0871 Fax: (828) 693-8574

www.
email:

Owned By: **Cardinal Care, Inc.**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1965**
Licensed Since: **1965**

Cost

Payment: **Private Pay, State/County Assistance, Private Ins**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$2,200**
Semiprivate: **$1,173**
Other Charges:

Types of Units

Beds: **43**
Type of Rooms: **Private, Semiprivate**
Type of Baths: **Private, Shared Bath, Handicap Bath**
All Furnishings Provided? **Yes**

Admission Restrictions

Cannot accept those who: **Dialysis**
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

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

Cardinal Care Center - Hendersonville

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

www.cardinalcarecenter.com
email: ckirby@lccrc.com

Owned By: **Cardinal Care, Inc.**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1988**
Licensed Since: **1988**

Cost

Payment: **Private Pay, State/County Assistance, Private Insurance, Veterans Assistance & Widows of VA**
Deposit or Entrance Fee: **$1,000**
Monthly Rates: Private: **$2,950** to **$3,250**
Semiprivate: **$2,300**
Other Charges:

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

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.

Carillon Assisted Living of Hendersonville

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

www.carillonassistedliving.com
email:

Owned By: **Carillon Assisted Living of Hendersonville, LLC**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **2005**
Licensed Since: **10/2005**

Cost
Payment: **Private Pay, State/County Assistance, Private Ins**
Deposit or Entrance Fee: **$500**
Monthly Rates: Private: **$3,550**
Semiprivate: **$2,495**
Other Charges: **Incontinence fee $50 per month**

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: **Violent behavior**
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**

Comments
We provide quality care for our residents while seeking to enrich their physical, social and emotional well-being. We believe the preservation of dignity and independence through quality resident care.

Carolina Village

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

www.carolinavillage.com
email: info@carolinavillage.com

Owned By: **Carolina Village, Inc.**
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**
Deposit or Entrance Fee: **One month**
Monthly Rates: Private: **$150 / day**
Semiprivate:
Other Charges:

Types of Units
Beds: **60**
Type of Rooms: **Private w/ sitting area**
Type of Baths: **Private, Handicap Bath**
All Furnishings Provided? **Yes**

Admission Restrictions
Cannot accept those who:
Age Range of Residents: **62 - 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? **No**
Respite Care Available: **Yes**

Comments
We are part of a CCRC campus. Assisted living services available when the need arises. 24/hr Licensed Nursing.

Cherry Springs Village

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

www.cherryspringsvillage.net
email: cher.adm@meridiansenior.com

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**
Deposit or Entrance Fee: **$500**
Monthly Rates: Private: **$3,250**
Semiprivate: **$2,550**
Other Charges:

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

Country Meadow Rest Home

129 Hazelton Drive
Hendersonville, NC 28739
(828) 693-5170 Fax: (828) 693-6398

www.
email:

Owned By: **The Meadows, Inc**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed:
Licensed Since: **1996**

Cost

Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$1,686**
Semiprivate: **$1,600**
Other Charges:

Types of Units

Beds: **15**
Type of Rooms: **Private, Semiprivate**
Type of Baths: **Shared Bath, Handicap Bath**
All Furnishings Provided? **Yes**

Admission Restrictions

Cannot accept those who: **Wander, vent**
Age Range of Residents: **30 - 95**
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

Emeritus at Heritage Lodge

2500 Heritage Circle
Hendersonville, NC 28739
(828) 693-8282 Fax: (828) 692-6349

www.emeritus.com
email:

Owned By: **Emeritus Corporation**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1992**
Licensed Since: **1992**

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **$1,500**
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

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: **Requires 24 hour nursing care**
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
- ✓ Secured Doors

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

602 Brookside Camp Road
Hendersonville, NC 28791
(828) 692-2220 Fax: (828) 696-9116

www.mizpahcare.com
email:

Owned By: **Dogwood Villas, Inc**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1969**
Licensed Since: **1969**

Cost
Payment: **Private Pay, State/County Assistances**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$3,000**
Semiprivate: **$1,650 to $2,000**
Depends on level of care
Other Charges:

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: **Do not have a medical necessity**
Age Range of Residents: **58 - 95**
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? **All**
Respite Care Available: **Yes**

Comments
Wander guard unit available.

McCullough's Rest Home

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

www.
email:

Owned By: **Virginia McCullough**
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**
Deposit or Entrance Fee: **One month**
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

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: **Must be 21+**
Age Range of Residents: **21+**
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

Mountain View Assisted Living

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

www.mizpahcare.com
email:

Owned By: **Mountain View Assisted Living, Inc**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1963**
Licensed Since: **1969**

Cost

Payment: **Private Pay, State/County Assistance, Private Ins**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$1,900** to **$2,400**
Semiprivate: **$1,650** to **$1,850**
Other Charges:

Types of Units

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

Admission Restrictions

Cannot accept those who:
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

Call to inquire about ability to accommodate people who wander.

Features

Is there a separate Alzheimer's/Dementia unit? **No**
Respite Care Available: **Yes - Private Pay, $65 daily**

Comments

Spring Arbor of Hendersonville

1820 Pisgah Drive
Hendersonville, NC 28739
(828) 692-6440 Fax: (828) 692-8922

www.springarborliving.com
email: hved@hhhunt.com

Owned By: **Spring Arbor of Hendersonville, II**
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**
Deposit or Entrance Fee: **$1,000**
Monthly Rates: Private: **$3,085**
Semiprivate: **$2,650**
Other Units: **$3,805**
Other Charges:

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

Spring Arbor West

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

www.springarborliving.com
email: hved@hhhunt.com

Owned By: **Spring Arbor of Laurel Park**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **2004**
Licensed Since: **9/14/2004**

Cost

Payment: **Private Pay, Private Insurance**
Deposit or Entrance Fee: **$1,000**
Monthly Rates: Private: **$3,975**
Semiprivate:
Other Units: **$4,495**
Other Charges:

Types of Units

Beds: **45**
Type of Rooms: **Private**
Type of Baths: **Private, Handicap Bath**
All Furnishings Provided? **Yes**

Admission Restrictions

Cannot accept those who: **Wander or are 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

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

All apartments have kitchenettes with refrigerators and microwaves.

Winchester House 1 - 2
1744, 1745 Meadowbrook Terrace
Hendersonville, NC 28739
(828) **1:**693-6353 **2:**693-4171 Fax: (828) 692-5203

www.
email:

Owned By: **Hendersonville AL Holdings, LLC**
Profit/Non-profit: **Profit**
Type of Facility: **Adult Care Home**
Year Constructed: **1964**
Licensed Since: **1964**

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

Types of Units
Beds: 1: **10** 2: **30**
Type of Rooms: **Semiprivate**
Type of Baths: **Shared Bath, Handicap Bath**
All Furnishings Provided? **Yes**

Admission Restrictions
Cannot accept those who: **Under 18**
Age Range of Residents: **20+**
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 County
Family Care Homes

A - Country Meadow Family Care Home
B - Fletcher View Inn
C - Just In Time Family Care Home
D - Kay Family Care Home
E - Soundview Assisted Living 3
F - Soundview Family Care Home A-F & M-O
G - Willow Springs Assisted Living 2

Country Meadow Family Care Home

121 Hazelton Drive
Hendersonville, NC 28739
(828) 693-5170 Fax: (828) 693-6398

www.
email:

Owned By: **The Meadows, Inc**
Profit/Non-profit: **Profit**
Type of Facility: **Family Care Home**
Year Constructed:
Licensed Since: **1996**

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$1,768**
Semiprivate: **$1,700**
Other Charges:

Types of Units
Beds: **5**
Type of Rooms: **Private, Semiprivate**
Type of Baths: **Private, Shared Bath**
All Furnishings Provided? **Yes**

Admission Restrictions
Cannot accept those who: **Non-Ambulatory**
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: **Yes**

Comments

Fletcher View Inn

51 Fletcher View Drive
Fletcher, NC 28732
(828) 684-5414 Fax: (828) 684-2107

www.fairviewinn.com
email: fairviewinn@bellsouth.net

Owned By: **Fletcher View, LLC**
Profit/Non-profit: **Profit**
Type of Facility: **Family Care Home**
Year Constructed: **1978**
Licensed Since: **1978**

Cost
Payment: **Private Pay, Private Insurance**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$3,200** to **$4,000**
Semiprivate:
Other Charges:

Types of Units
Beds: **6**
Type of Rooms: **Private**
Type of Baths: **Private, Shared Bath Handicap Bath**
All Furnishings Provided? **No**

Admission Restrictions
Cannot accept those who: **Are using medicaid**
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

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
Elder care with Bed & Breakfast flare.

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

www.
email:

Owned By: **Gerald Gschlecht**
Profit/Non-profit: **Profit**
Type of Facility: **Family Care Home**
Year Constructed: **1998**
Licensed Since: **2003**

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee:
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

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:
Age Range of Residents: **19+**
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

Kay Family Care Home, LLC

337 Overlook Terrace
Hendersonville, NC 28739
(828) 337-2776 Fax: (828) 692-8402

www.
email:

Owned By: **Kay Family Care Home, LLC**
Profit/Non-profit: **Profit**
Type of Facility: **Family Care Home**
Year Constructed: **1972**
Licensed Since: **2007**

Cost
Payment: **Private Pay, State/County Assistance, Private Ins**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

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: **Requires skilled nursing level of care**
Age Range of Residents: **20+**
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

Soundview Assisted Living #3

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

www.
email:

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

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **$1,182**
Semiprivate:
Other Charges:

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

www.
email:

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**
Deposit or Entrance Fee: **$0**
Monthly Rates: Private: **Call for current prices**
Semiprivate: **Call for current prices**
Other Charges:

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 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

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.

Willow Spring Assisted Living #2
1310 Hebron Street
Hendersonville, NC 28739
(828) 692-4500 Fax: (828) same

www.
email: 2willowsprings@gmail.com

Owned By: **Tammy McDonald Tate**
Profit/Non-profit: **Profit**
Type of Facility: **Family Care Home**
Year Constructed: **1995**
Licensed Since: **1995**

Cost
Payment: **Private Pay, State/County Assistance**
Deposit or Entrance Fee: **No**
Monthly Rates: Private: **$1,707**
Semiprivate:
Other Charges:

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

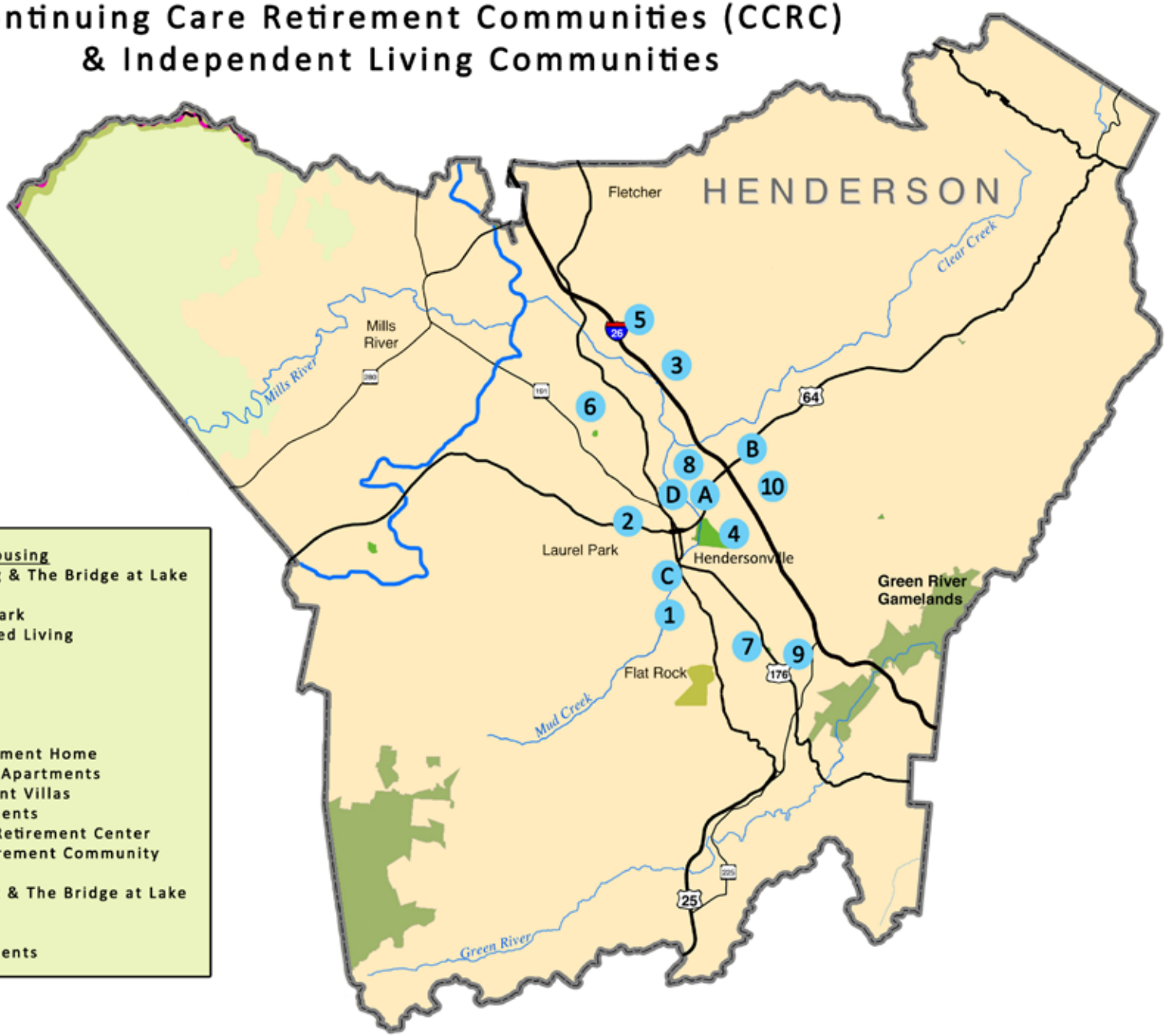
Call to inquire about ability to accommodate people who wander.

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

Comments

Henderson County

Multi-Unit Assisted Housing w/ Services, Continuing Care Retirement Communities (CCRC) & Independent Living Communities



Multi-Unit Assisted Housing
A - Lake Point Landing & The Bridge at Lake Point Landing
B - Emeritus at Pine Park
C - Sunnybrook Assisted Living

CCRCs
D - Carolina Village

Independent Living
1 - Davis House Retirement Home
2 - Dellwood Gardens Apartments
3 - Dogwood Retirement Villas
4 - East Winds Apartments
5 - Fletcher Park Inn Retirement Center
6 - Heritage Hills Retirement Community
7 - Hillside Commons
8 - Lake Point Landing & The Bridge at Lake Point Landing
9 - Parkside Commons
10 - Sugar Hill Apartments

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: **$3,978** to **$5,978**
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

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: **$2,000**
Monthly Rates: **$2,475** to **$3,150**
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: **75% 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

Emeritus at Pine Park

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

www.emeritus.com
email: pinepark-crd@emeritus.com

Profit/Non-profit: **Profit**
Type of Facility: **Multi-Unit Housing**
Year Opened: **1997**

Fees
Deposit or Entrance Fee: **$2,000**
Monthly Rates: **$2,050** to **$3,350**
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

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:

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: **$66,900** to **$281,200**
Monthly Rates: **$1,233** to **$4,268**
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: **Fully 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:

The Bridge at Lake Point Landing

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

www.
email:

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

Housing Information

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

Services and Amenities Available on Site

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

Davis House Retirement Home

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

www.
email:

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)

www.
email:

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)

www.
email:

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

Housing Informationt

# 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
20 Wilmont Drive
Hendersonville, NC 28739
(828) 697-2473 Fax: (828)

www.
email:

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) 684-2882 Fax: (828)

www.
email:

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

Housing Information

# of Units:	**134**
Age:	**55+**
Rent:	**Normal rate, Private Pay Only**
Utilities:	**All except phone**

Services and Amenities Available on Site

- ✓ Meals (1 meal a day at noon)
- ✓ Transportation
- ✓ Laundry Facility
- ✓ Housekeeping
- ✓ Pets
- ✓ Maintenance

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

www.
email:

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

Housing Information

# of Units:	**100**
Age:	**55+**
Rent:	**$1,350** to **$2,400**
Utilities:	**All except phone**

Services and Amenities Available on Site

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

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

www.
email:

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

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

www.
email:

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

Housing Information
# of Units: **126**
Age: **55+**
Rent:
Utilities: **All except phone**

Services and Amenities Available on Site
- ✓ Meals
- ✓ Transportation
- ✓ Laundry
- ✓ Housekeeping
- ✓ Pets (25 lbs w/ deposit)
- ✓ Maintenance
- ✓ 24 HR Emergency Medical Assistance

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

www.
email:

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

Housing Information
# of Units: **25**
Age: **55+**
Rent:
Utilities:

Services and Amenities Available on Site
- Meals
- ✓ Transportation
- ✓ Laundry
- Housekeeping
- ✓ Pets
- ✓ Maintenance

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

www.
email:

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

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

Services and Amenities Available on Site
- Meals
- Transportation
- ✓ Laundry Facilities
- Housekeeping
- ✓ Pets
- ✓ Maintenance

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

Council on Aging for Henderson County
(828) 692-4203
www.coahc.org

Disability Partners
(828) 298-1977
www.disabilitypartners.org

Henderson County Department of Social Services (DSS)
(828) 697-5500
www.hendersoncountync.org/dss

MemoryCare of Asheville
(828) 771-2219
www.memorycare.org

NC DHHS Care-Line
1-800-662-7030
www.ncdhhs.gov/ocs/careline
OR ww.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.ncshiip.com

Long-Term Care Facility Information

NC Adult Care Home Violation and Penalty Reports
www.ncdhhs.gov/dhsr/acls/adultcarepenalties

NC Adult Care Home Star Ratings
www.ncdhhs.gov/dhsr/acls/star

NC Nursing Home Survey Reports and Star Ratings
www.medicare.gov
www.data.medicare.gov

For other questions regarding licensed Long-Term Care Facilities
www.ncdhhs.gov/aging

Advocacy

Disability Rights North Carolina
1-877-235-4210
www.disabilityrightsnc.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
www.consumervoice.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 (Henderson County)
(828) 694-6241
(828) 697-4911 - After 5 pm, Holidays & Weekends

Disability Rights
1-877-235-4210

Index

Buncombe County Nursing Homes

Asheville Health Care Center 23
Asheville Nursing and Rehab Center 23
Aston Park Health Care Center, Inc. 24
Black Mountain Neuro-Medical Treatment Center 24
Brian Center Health and Rehabilitation / Weaverville 25
Brooks-Howell Home 25
Deerfield Episcopal Retirement Community, Inc. 26
Emerald Ridge Rehabilitation and Care Center 26
Flesher's Fairview Health Care Center, Inc. 27
Givens Health Center 27
Golden Living Center - Asheville 28
Highland Farms, Inc. 28
The Laurels of GreenTree Ridge 29
The Laurels of Summit Ridge 29
Mountain Ridge Wellness Center, LLC 30
NC State Veterans Nursing Home 30
The Oaks at Sweeten Creek 31
Pisgah Manor Health Care Center 31
StoneCreek Health and Rehabilitation 32
WNC Baptist Home / Rickman Nursing Care Center 32

Buncombe County Adult Care Homes

Arbor Terrace of Asheville 35
Asheville Manor 35
Becky's Rest Home 1 & 2 36
Candler Living Center, LLC 36
Chase Samaritan 37
Chunn's Cove of Asheville, LLC 37
Clare Bridge of Asheville 38
Flesher's Fairview Rest Home, Inc. 38
Givens Estates / Richard A. Wood, Jr. Assisted Living Center 39
Heather Glen at Ardenwoods 39
Hominy Valley Retirement Center 40
Majorie McCune Memorial Center 40
Nana's Assisted Living Facility 41
Richmond Hill Rest Home 1 - 5 41
Trinity View 42
Windwood Rest Home 42

Buncombe County Family Care Homes

Alverta Bolick Home 45
Angel House 1 - 7 45
Deaverview Heights Family Care Home 46
Evergreen Living Home 1 - 3, 10 - 13 46
Fairview Family Care Home 1 - 4 47
Golden Brook Assisted Living 47
Haywood Heights Family Care Home 48
Heart and Hearth 48
Holmes Family Care Home 49
JoAnn's Family Care Home 49
Knob Hill Family Care Home 50

Buncombe County Family Care Homes continued

Leicester Heights Family Care 50
Liberty Oaks 1 & 2 51
Mayflower Senior Care, Inc 51
Millbrook Family Care 52
Mountain Valley Retirement Home 52
Mt. Pisgah Family Care Home 53
North Ridge Assisted Living 1 - 5 53
Plemmons Family Care 1 & 2 54
Serenity Heart Family Care Home D-E, 230-235 54
Soundview Assisted Living 1 - 2 55
Soundview Family Care Homes G - J 55
St. Mary Rosa's Family Care Home 56
Westside Assisted Living A & B 56
White Fawn Family Care Home 57
Woodland Terrace 1 & 2 57

Buncombe County Continuing Care Retirement Communities (CCRCs)

Ardenwoods 61
Brooks-Howell Home 61
Deerfield Episcopal Retirement Community 62
Givens Estate 62
Highland Farms Retirement Community 63
Pisgah Valley Retirement Community 63

Buncombe County Independent Living for Seniors and Disabled

Arrowhead Apartments 64
Asheville Terrace Apartments 64
Ashewood Manor 64
Battery Park Apartments 64
Bella Vista 65
Blue Ridge I 65
Compton Place 65
Crowell Square 65
Givens Housing, Inc 66
Laurel Woods Apartments 66
Life House Apartments 66
Marjorie McCune Memorial Center 66
Mountain Springs Apartments 67
Overlook Apartments 67
Skyland Apartments 67
Trinity View 67
The Vanderbilt Apartments 68

Henderson County Nursing Homes

Beystone Health & Rehabilitation 73
Brian Center Health and Rehabilitation / Hendersonville 73
Carolina Village 74
Golden Living Center - Hendersonville 74
Hendersonville Health and Rehabilitation 75
The Laurels of Hendersonville 75
Life Care Center of Hendersonville 76
Mountain Home Health & Rehabilitation 76
Universal Health Care / Fletcher 77

Henderson County Adult Care Homes

Blue Ridge Retirement 81
Cardinal Care Center - Hendersonville 81
Carillon Assisted Living of Hendersonville 82
Carolina Village, Inc. 82
Cherry Springs Village 83
Country Meadow Rest Homes 83
Emeritus at Heritage Lodge 84
Henderson's Assisted Living 84
McCullough's Rest Home 85
Mountain View Assisted Living 85
Spring Arbor of Hendersonville 86
Spring Arbor West 86
Winchester House 1 - 2 87

Henderson County Family Care Homes

Country Meadow Family Care Home 91
Fletcher View Inn 91
Just In Time Family Care Home 1-2 92
Kay Family Care Home, LLC 92
Soundview Assisted Living #3 93
Soundview Family Care Homes A - F, M - O 93
Willow Springs Assisted Living #2 94

Henderson County Mutli-Unit Assisted Housing with Services

The Bridge at Lake Point Landing 97
Lake Point Landing 97
Emeritus at Pine Park Retirement Inn 98
Sunnybrook Assisted Living 98

Henderson County Continuing Care Retirement Communities (CCRCs)

Carolina Village 99

Henderson County Independent Living for Seniors and Disabled

The Bridge at Lake Point Landing 100
Davis House Retirement Home 100
Dellwood Garden Apartments 100
Dogwood Retirement Villas 100
East Winds Apartments 101
Fletcher Park Inn Retirement Center 101
Heritage Hills Retirement Community 101
Hillside Commons 101
Lake Point Landing 102
Parkside Commons 102
Sugar Hill Apartments 102

Madison County Nursing Homes

Elderberry Health Care 107
Madison Health and Rehabilitation 107

Madison County Adult Care Homes

Mars Hill Retirement Community 111

Madison County Family Care Homes

Hot Springs Family Care Home 1 - 3 115
Mintz Care Home 1 - 5 115

Madison County Independent Living Communities for Seniors and Disabled

New Mashburn Gap Apartments 119

Transylvania County Nursing Homes

Brain Center Health ans Rehabilitation / Brevard 123
The Oaks - Brevard 123
Transylvania Community Hospital - Transitional Care Unit 124

Transylvania County Adult Care Homes

Cedar Mountain House 127
Kingsbridge House 127

Transylvania County Family Care Homes

Tore's Home, Inc 1 - 3 & 7 131

Transylvania County Multi-Unit Housing with Service

College Walk 135
Tore's Home 4-6 135

Transylvania County Independent Living Communities for Seniors and Disabled

Balsam Grove Apartments 136
Cedar Hills Apartments 136
College Walk Retirement Community 136
Laurel Village 136

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Vision Statement

The Area Agency on Aging is a leader and catalyst in helping our four county Region (Buncombe, Henderson, Madison and Transylvania) develop a comprehensive system of programs and opportunities that provide older adults the information and support needed to age optimally in the setting of their choice.