

# Long-Term Care Housing Directory

for Buncombe, Henderson,  
Madison & Transylvania Counties



Artwork provided by Residents from Aston Park Health Care Center, Black Mountain Neuro-Medical Treatment Center, Golden Living Center - Asheville, Grace Healthcare of Asheville, and Madison Health & Rehabilitation

## Table of Contents

Introduction .....	1
How to Use the Guide .....	2
<b>Nursing Homes</b>	
Definition .....	3
Cost .....	3
How to Apply.....	3
Life in the Nursing Home .....	4
<b>Assisted Living</b>	
Definition .....	5
<b>Adult Care Homes and Family Care Homes</b>	
Definition .....	5
Cost .....	5
How to Apply.....	6
Life in an Adult Care Home .....	6
<b>Multiunit Assisted Housing with Services</b>	
Definition .....	7
Purpose / Meals .....	7
Cost .....	7
Types of Residents .....	7
<b>Continuing Care Retirement Communities</b>	
Definition .....	8
<b>Independent Living (Rental) Communities for Seniors and Disabled</b>	
Definitions.....	9
<b>Selecting a Long-Term Care Facility .....</b>	<b>10</b>
<b>What to Look for When Visiting .....</b>	<b>10</b>
<b>Checklist for Choosing a Nursing Home .....</b>	<b>11</b>
<b>What to Look for When Choosing an Assisted Living Facility .....</b>	<b>13</b>
<b>Selecting a Continuing Care Retirement Community .....</b>	<b>15</b>
<b>Resident Rights .....</b>	<b>16</b>
<b>Nursing Homes with Secured Dementia Care Units .....</b>	<b>17</b>
<b>Adult Care Homes with Special Care Units .....</b>	<b>18</b>
<b>Regional Resources .....</b>	<b>19</b>
<b>Buncombe County (BC)</b>	
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
<b>Henderson County (HC)</b>	
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
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## 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](http://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:

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



## **Nursing Homes**

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

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

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

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

### **The Cost of Nursing Homes**

The cost of nursing home care often seems overwhelming to the resident and his/her family. Facilities typically charge \$3700 - \$6000 per month. This cost covers 24 hour nursing care, meals and most services. Most facilities will charge additional monthly fees for a private room. Residents receiving Medicaid do not pay an additional fee for laundry services. 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 may cover up to 100 days of nursing home care; however, the resident is responsible for a co-payment after the 20<sup>th</sup> day of Medicare coverage. This co-payment amount changes annually and is approximately 20%. If the resident has a Medicare supplemental policy the co-payment may be covered, as long as the physician determines that the individual continues to need "skilled care."

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

### **How to Apply for a Nursing Home**

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

Social Services, the physician, or from the nursing home itself.

An individual care plan will be developed to meet the resident's medical and social needs. The resident and family members should be involved in the care planning at the time of admission and thereafter 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](http://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](http://www.medicare.gov) (Click on Find nursing homes)

**For adult care homes:** [www.ncdhhs.gov/dhsr/acls/star](http://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?	<input type="text"/>	<input type="text"/>
2. Does the administrator seem to know the residents and enjoy being with them?	<input type="text"/>	<input type="text"/>
3. Do staff and administration seem comfortable with each other?	<input type="text"/>	<input type="text"/>
4. Do the rooms appear to reflect the individuality of their occupants? Do all the rooms look alike?	<input type="text"/>	<input type="text"/>
5. Are residents using the common rooms – for example, the front lounge?	<input type="text"/>	<input type="text"/>
6. What is the noise level in the facility? Is it comfortable and homelike?	<input type="text"/>	<input type="text"/>
7. Do residents look clean and well groomed?	<input type="text"/>	<input type="text"/>
8. Is the home free from unpleasant odors?	<input type="text"/>	<input type="text"/>
9. Do you notice a swift response to call lights?	<input type="text"/>	<input type="text"/>
10. Are there residents crying out? If so, do they get an appropriate response from staff?	<input type="text"/>	<input type="text"/>
11. Is the dining room atmosphere relaxed and conducive to pleasant meals?	<input type="text"/>	<input type="text"/>
12. Do the meals look appetizing? Are residents eating most of their food? Do they have assistance if they need it?	<input type="text"/>	<input type="text"/>
13. Does the home seem clean, cheerful, uncrowded?	<input type="text"/>	<input type="text"/>
14. Are there pleasant areas for family visits?	<input type="text"/>	<input type="text"/>
15. Are there residents in physical restraints?	<input type="text"/>	<input type="text"/>
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)	<input type="text"/>	<input type="text"/>

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

**C - Things you can learn from residents and families**

- |   | <b>Strong</b> | <b>Weak</b> |
|---|---------------|-------------|
| 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 <a href="http://www.medicare.gov">www.medicare.gov</a>   | _____ | _____ |
| 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](http://www.fullcirclecare.org)

### Atmosphere

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

### Physical Features

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

### Individual Unit Features

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

### Food Service

1. Three nutritionally balanced meals are provided daily, seven days/week.	<input type="text"/>	<input type="text"/>
2. Snacks available.	<input type="text"/>	<input type="text"/>
3. May a resident request special foods?	<input type="text"/>	<input type="text"/>
4. Are common dining areas available?	<input type="text"/>	<input type="text"/>
5. Are dining areas clean?	<input type="text"/>	<input type="text"/>
6. May residents eat their meals in their units?	<input type="text"/>	<input type="text"/>

		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 Activities**

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

#### **Medication, Health Care, and Needs Assessment**

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

#### **Contracts, Costs, and Finances**

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

## Selecting a Continuing Care Retirement Community

from the Full Circle of Care Caregiver Web site [www.fullcirclecare.org](http://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?	<input type="text"/>	<input type="text"/>
2. Is staff helpful as you tour the facility?	<input type="text"/>	<input type="text"/>
3. Are residents engaged in activities?	<input type="text"/>	<input type="text"/>
4. Do residents seem alert and happy?	<input type="text"/>	<input type="text"/>
5. Is the facility clean and in good repair?	<input type="text"/>	<input type="text"/>
6. Are there any visible hazards?	<input type="text"/>	<input type="text"/>
7. Is the facility in a location that you like?	<input type="text"/>	<input type="text"/>
8. How far is the nearest grocery and drug store?	<input type="text"/>	<input type="text"/>

### Activities

1. What activities are offered?	<input type="text"/>	<input type="text"/>
2. Are there activities you like to do?	<input type="text"/>	<input type="text"/>
3. Is there an activities staff person?	<input type="text"/>	<input type="text"/>
4. Are shopping trips regularly scheduled?	<input type="text"/>	<input type="text"/>
5. To what degree is transportation provided?	<input type="text"/>	<input type="text"/>
6. How is visiting handled for family and friends?	<input type="text"/>	<input type="text"/>

### Services

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

### Contracts

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

## 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](http://www.211wnc.org)

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

1-800-272-3900  
[www.alz.org/northcarolina](http://www.alz.org/northcarolina)

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

(828) 250-5500  
[www.buncombecounty.org/governing/depts/dss](http://www.buncombecounty.org/governing/depts/dss)

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

(828) 277-8288  
[www.coabc.org](http://www.coabc.org)

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

(828) 692-4203  
[www.coahc.org](http://www.coahc.org)

#### **Disability Partners**

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

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

(828) 697-5500  
[www.hendersoncountync.org/dss](http://www.hendersoncountync.org/dss)

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

(828) 649-2722

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

(828) 649-2711  
[www.main.nc.us/madison/social.html](http://www.main.nc.us/madison/social.html)

#### **MemoryCare of Asheville**

(828) 771-2219  
[www.memorycare.org](http://www.memorycare.org)

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

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

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

1-877-579-7562

#### **Pisgah Legal Services**

(828) 253-0406  
[www.pisgahlegal.org](http://www.pisgahlegal.org)

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

1-800-443-9354  
[www.ncshiip.com](http://www.ncshiip.com)

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

(828) 884-3174  
[www.transylvaniacounty.org/dss](http://www.transylvaniacounty.org/dss)

### Long-Term Care Facility Information

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

[www.ncdhhs.gov/dhsr/acls/adultcarepenalties](http://www.ncdhhs.gov/dhsr/acls/adultcarepenalties)

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

[www.ncdhhs.gov/dhsr/acls/star](http://www.ncdhhs.gov/dhsr/acls/star)

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

[www.medicare.gov](http://www.medicare.gov)  
[www.data.medicare.gov](http://www.data.medicare.gov)

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

[www.ncdhhs.gov/aging](http://www.ncdhhs.gov/aging)

### Advocacy

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

1-877-235-4210  
[www.disabilityrightsncc.org](http://www.disabilityrightsncc.org)

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

(919) 782-1530  
[www.forltc.org](http://www.forltc.org)

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

(202) 332-2275  
[www.consumervoice.org](http://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





# Madison County Nursing Homes





## Elderberry Health Care

415 Elderberry Lane

Marshall, NC 28753

(828) 252-1790 Fax: (828) 649-9348

www.

email:

Owned By: **Tullock Management**

Profit/Non-profit: **Profit**

Type of Facility: **Nursing Home**

Year Constructed: **1990**

Licensed Since: **1990**

### Cost

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

Deposit or Entrance Fee: **1st month in advance**

Daily Rates: SN: **\$160**

HA: **\$90**

### Types of Units

# Beds: Nursing/**80** HA/**20**

Type of Rooms: **Private, Semiprivate**

Type of Baths: **Private (some), Handicap Bath, Shared Bath**

All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who:

Age Range of Residents: **40 - 101**

**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

We provide rehab therapy seven days a week.

## Madison Health and Rehabilitation

345 Manor Road

Mars Hill, NC 28754

(828) 689-5200 / 252-3646 Fax: (828) 689-2729

www.

email:

Owned By: **SanStone Health & Rehab, Inc**

Profit/Non-profit: **Profit**

Type of Facility: **Nursing Home**

Year Constructed: **1982**

Licensed Since: **1982**

### Cost

Payment: **Medicare, Medicaid, Private Pay, Private Ins, VA**

Deposit or Entrance Fee: **Varies on private pay**

Daily Rates: SN: **\$175/semiprivate**

HA:

### Types of Units

# Beds: Nursing/**100** HA/**0**

Type of Rooms: **Private, Semiprivate**

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

All Furnishings Provided? **Yes**

### Admission Restrictions

Cannot accept those who: **Under 18**

Age Range of Residents: **55 - 102**

**Call to inquire about smoking policy.**

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

✓ Transportation (handicapped van)

✓ 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

✓ **Outpatient Therapy**

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

### Features

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

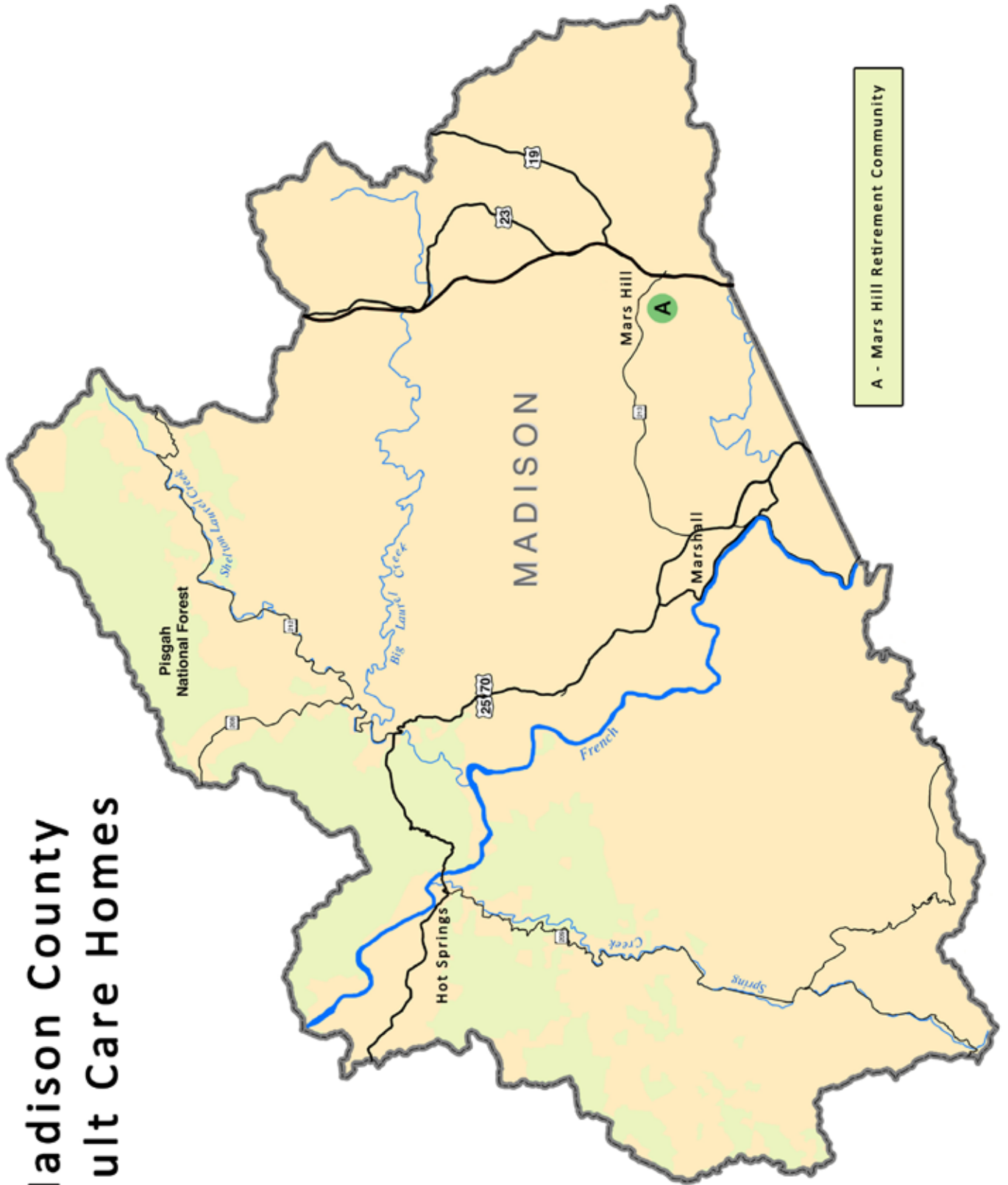
Respite Care Available: **Yes**

### Comments

Remodeled facility with new therapy room.



# Madison County Adult Care Homes







## Mars Hill Retirement Community

170 South Main Street

Mars Hill, NC 28754

(828) 689-7900 Fax: (828) 689-7972

www.marshillretire.com

email: rick.pridgen2marshillretire.com

Owned By: **WNC Retirement, LLC**  
Profit/Non-profit: **Profit**  
Type of Facility: **Adult Care Home**  
Year Constructed: **2000**  
Licensed Since: **5/24/2000**

### Cost

Payment: **Private Pay**

Deposit or Entrance Fee: **\$300**

Monthly Rates: Private: **\$3,986 - Studio**  
**\$5,384 - 2 Bedroom**

2nd Person in

Same Unit: **\$1,500 additional**

Other Charges:

### Types of Units

# Beds: **69**

Type of Rooms: **Private**

Type of Baths: **Private**

All Furnishings Provided? **No**

### Admission Restrictions

Cannot accept those who: **Alzheimer's / dementia**

Age Range of Residents: **62+**

**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**

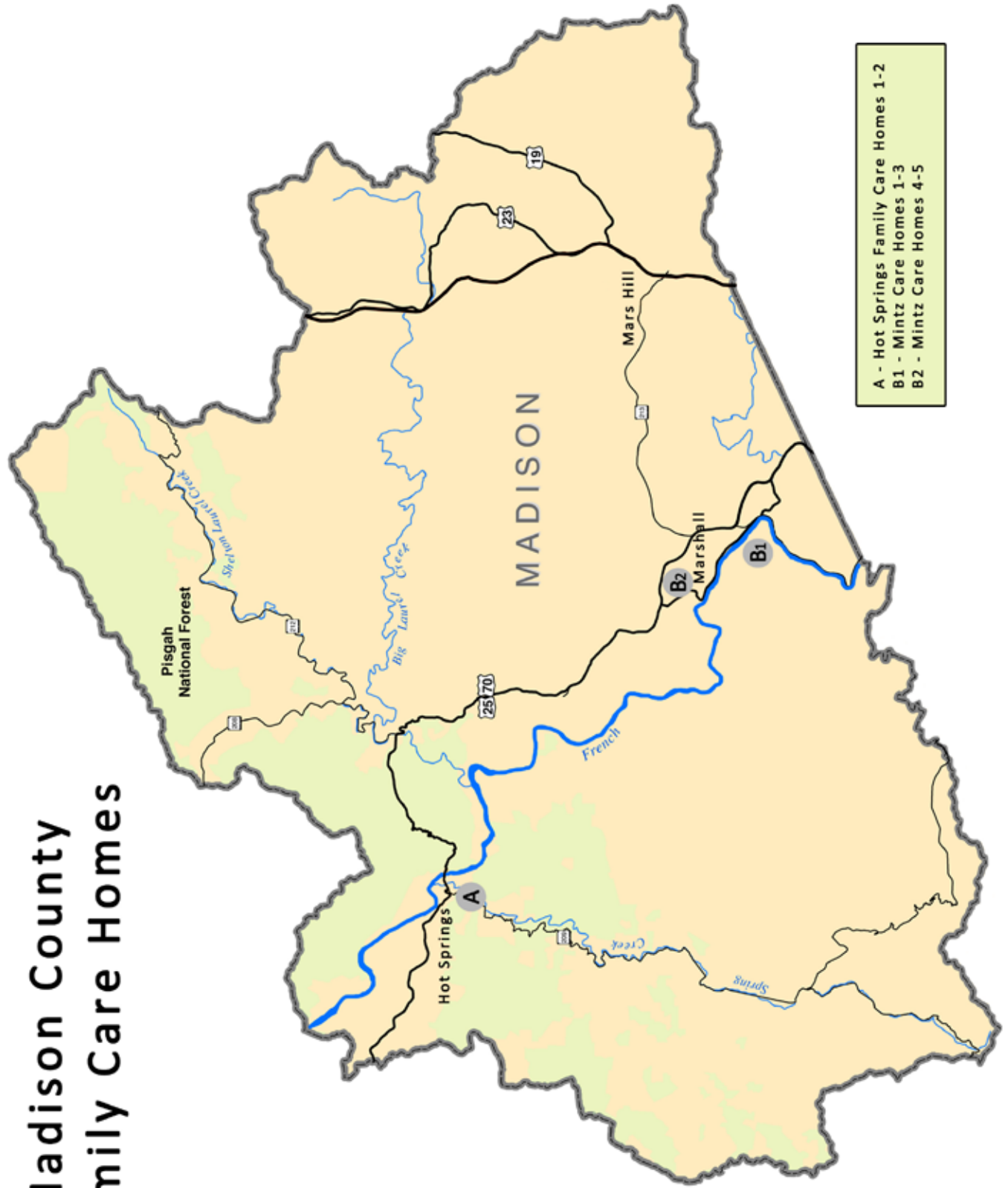
Respite Care Available: **Yes - under certain conditions**

### Comments

56 apartment units, studio to 2 bedrooms.



# Madison County Family Care Homes





### Hot Springs Family Care Homes 1 - 2

311 Surpentine Avenue, Hot Springs, NC 28753

**Mailing:** PO Box 41, Marshall, NC 28753

Office: (828) 649-3420 Fax: (828) 649-3347

www.

email:

Owned By: **Boyd & Edwina Mintz**

Profit/Non-profit: **Profit**

Type of Facility: **Family Care Home**

Year Constructed: **1990**

Licensed Since: **1990**

#### 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: **6 each**

Type of Rooms: **Private, Semiprivate**

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

All Furnishings Provided? **Yes**

#### Admission Restrictions

Cannot accept those who: **Persons w/ communicable diseases**

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

Quality care with our personal touch in a home-like environment, all in a small town setting.

### Mintz Care Homes 1 - 5

**1-3:** 302, 300, 196 Miller Road **4-5:** 192, 222 Mato Road

**Mailing:** PO Box 41, Marshall, NC 28753

Office: (828) 649-3420 Fax: (828) 649-3347

www.

email:

Owned By: **Boyd & Edwina Mintz**

Profit/Non-profit: **Profit**

Type of Facility: **Family Care Home**

Year Constructed: **1979 - 1985**

Licensed Since: **1980**

#### 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: **6 each**

Type of Rooms: **Semiprivate**

Type of Baths: **Shared Bath**

All Furnishings Provided? **Yes**

#### Admission Restrictions

Cannot accept those who: **Not ambulatory or with communicable diseases**

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

Quality care with our personal touch in a home-like environment, all in a small town setting.



# Madison County

## Independent Living Communities







## **New Mashburn Gap Apartments**

1140 North Main Street

Marshall, NC 28753

(828) 649-3317 Fax: (828)

www.

email:

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

### **Services and Amenities Available on Site**

#### **Housing Information**

# of Units: **34**

Age: **62+ or disabled**

Rent: **30% of adjusted income if eligible (rental assistance available)**

Utilities: **Water**

Meals

Transportation

✓ Laundry Facility

Housekeeping

✓ Pets

✓ Maintenance

✓ ADA Accessible Units

## Madison County Resources

### Information and Referrals for Services

#### **2-1-1 United Way /**

#### **Community Resource Connections (CRC)**

211 or (828) 253-4357  
Toll-Free 1-866-401-6342  
[www.211wnc.org](http://www.211wnc.org)

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

1-800-272-3900  
[www.alz.org/northcarolina](http://www.alz.org/northcarolina)

#### **Disability Partners**

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

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

(828) 649-2722

#### **Madison County Department of Social Services**

(828) 649-2711  
[www.main.nc.us/madison/social.html](http://www.main.nc.us/madison/social.html)

#### **MemoryCare of Asheville**

(828) 771-2219  
[www.memorycare.org](http://www.memorycare.org)

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

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

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

1-877-579-7562

#### **Pisgah Legal Services**

(828) 253-0406  
[www.pisgahlegal.org](http://www.pisgahlegal.org)

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

1-800-443-9354  
[www.ncshiip.com](http://www.ncshiip.com)

### Long-Term Care Facility Information

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

[www.ncdhhs.gov/dhsr/acls/adultcarepenalties](http://www.ncdhhs.gov/dhsr/acls/adultcarepenalties)

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

[www.ncdhhs.gov/dhsr/acls/star](http://www.ncdhhs.gov/dhsr/acls/star)

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

[www.medicare.gov](http://www.medicare.gov)  
[www.data.medicare.gov](http://www.data.medicare.gov)

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

[www.ncdhhs.gov/aging](http://www.ncdhhs.gov/aging)

### Advocacy

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

1-877-235-4210  
[www.disabilityrightsncc.org](http://www.disabilityrightsncc.org)

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

(919) 782-1530  
[www.forltc.org](http://www.forltc.org)

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

(202) 332-2275  
[www.consumervoice.org](http://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 (Madison County)**

(828) 649-9498  
(828) 649-2721

#### **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 and 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



**Land of Sky Regional Council's  
Area Agency on Aging**

**339 New Leicester Hwy., Suite 140**

**Asheville, NC 28806**

**Phone: (828) 251-6622**

**Fax: (828) 251-6353**

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

**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.**