

guide to selecting a skilled nursing facilities

When family members reach the limit of their ability to care for their loved one, it is time to rely on long-term care or a skilled nursing facility. This is often one of the most difficult decisions family members will ever have to make. Many times the choices available are limited and made in a crisis situation, which precludes time to check out the various options in the community.

In selecting such a facility, families or the primary caregiver should investigate these facilities thoroughly. The Alzheimer's Association of WNY suggests comparative visits to at least three long-term care facilities well in advance of placement. Call to schedule an appointment at each residence. Then, when you have narrowed your preferences to just a few, drop in, unannounced, to see if the place and program still looks the same. You may want to bring other family members or a friend along with whom you can share feelings, impressions, and observations.

The purpose of the following guide is to help you compare one facility to another. It outlines the important factors to consider when evaluating the choices.

Admission Criteria

The admissions coordinator will ask about your loved one's PRI (Patient Review Instrument) score and about payment arrangements (Medicare, private pay, Medicaid, etc.). PRI is completed while your loved one is in the hospital or a certified nurse in the community can do it. Medicare or insurance companies use the PRI score to determine the level of care and reimbursement rate to nursing homes.

Medicare may cover some limited skilled nursing facility (SNF) care for select patients. At present, in order to qualify, a person must have been in a hospital for at least three days within last 30 days of nursing home admission, must be on Medicare, and must require skilled, as opposed to custodial, care. Maximum benefits under Medicare presently are payment for the first 20 days, and then days 21 through 100 carry a daily co-payment that may be covered by private insurance. Many people do not receive any Medicare coverage for the full 100 days.

Survey Results

Results of the most recent Health Department's survey must be posted. Ask to see them. It is appropriate to ask for specifics regarding issues shown as deficiencies or conditions out of compliance, including whether they have been corrected or what the plan is to correct them.

Physical Environment

The overall appearance of the facility should be pleasant and clean. Residents need pleasant sitting places and to see the outdoors even if they are in wheelchairs. Floors should be clean and free of debris. Rooms should be personalized with pictures and items from home to provide a sense of personal space.

Calendars and clocks should be located so the residents can see them. Offensive odors may be present during morning bathing hours but should not be detectable in the later hours of the day.

What provisions are made for those who wander and pace? Is there a circular walking path and/or enclosed outdoor courtyard?

Appearance of Residents

Residents should be appropriately and adequately dressed in seasonal street clothes. Those who are sitting should be comfortably seated or propped up in a chair rather than slumped over. To preserve dignity, personal care should be conducted in private. Residents should appear clean-shaven with faces washed and hair clean and combed. They should have on clean, dry clothes and footwear should include both socks and shoes or slippers. Meaningful activities should be ongoing throughout the day.

Staff Interaction

Observe staff interaction with residents. Their manner should be kind, patient and interested. Staff should be looking and talking with the resident to whom they are giving care. They should address the resident by name, treating residents with dignity and respect. Staff should also be conversing and making appropriate physical contact with residents.

Inquire as to whether staff members are trained to work specifically with residents with dementia. If so, by whom are they trained (in-house staff, the Alzheimer's Association, etc.)?

Activity and Meals

If an activity is in progress, note the attention level of residents and interaction between staff and residents. Ask about specific activities that may be of interest to your loved one.

If a meal is being served, see if it matches the posted menu for the day. Does it appear pleasant?

Location

Consider location when choosing a facility. Your loved one's quality of life will be enhanced if family and friends are easily able to make regular visits.

Your Rights as a Family

Many families have concerns regarding the quality of care their loved one may be receiving in the nursing home. As of October 1, 1990, the nursing home reform amendments of the Omnibus Budget Reconciliation Act (OBRA) '87 went into effect. The most significant reforms that pertain to Alzheimer's residents and their families include:

- The requirement for an annual resident assessment.
- An individualized plan of care must be written for each resident.
- The reduction of physical and chemical restraints. You should realize you have the right to sign a release against the use of restraints.
- Mandatory nurse's aide training that is specific in the care of cognitively impaired residents. Concerned families should insist on a care planning conference at the nursing home where their loved one resides to provide insight, information and to participate in care decisions.

Families also have a powerful advocate in the Ombudsman program (an organization to investigate complaints). To find out who your ombudsman is, inquire at the nursing home or the American Red Cross, 716-886-7500. If these informal means of resolving problems do not work, call the New York State Department of Health at 1-800-425-0314. This number is also posted at each facility.

Each resident should have a quarterly review and assessment by the care team. Ask about the opportunities available for family to be involved in the care planning process. The primary caregiver should be notified of the meeting time and place. Inquire as to the physician services that are provided, and ask for the name of the Medical Director.

Finally, it is recommended that you have an open and honest discussion about any concerns you have with the staff of the facility prior to placement. It is a good time to ask the questions that you have had regarding the use of medications, the provision of personal care, routines for the residents, visiting policies, and the provision of care as the disease progresses.

skilled nursing facilities / nursing homes

* indicates that the facility has a separate, secured unit for dementia residents

ALLEGANY COUNTY

Absolut Care & Rehabilitation at Houghton

100 Beds | For Profit

9876 Lucky Drive
Houghton, NY 14744
P: 585.567.2207 | F: 585.567.2730
www.absolutcare.com

Cuba Memorial Hospital Skilled Nursing Facility

61 Beds | Not-for-profit

140 West Main Street
Cuba, New York 14727
P: 585.968.2000 | F: 585.968.1710
www.cubamemorialhospital.com

Highland Health Care Center

80 Beds | For Profit

160 Seneca Street
Wellsville, NY 14895
P: 585.593.3750 | F: 585.593.5860
www.highlandhealthcare.com

Wellsville Manor Nursing Home

120 Beds | For Profit

4192A Bolivar Road, Route 417
Wellsville, NY 14895
P: 585.593.4400 | F: 585.593.4418
www.wellsvillemanorcarecenter.com

CATTARAUGUS COUNTY

Absolut Care & Rehabilitation at Allegany

37 Beds | For Profit

5th and Maple Streets
Alleghany, NY 14706
P: 716.373.2238 | F: 716.373.2273
www.absolutcare.com

Absolut Care & Rehabilitation at Salamanca

120 Beds | For Profit

451 Broad Street
Salamanca, NY 14779
P: 716.945.1800 | F: 716.945.5867
www.absolutcare.com

Gowanda Nursing Home

160 Beds | For Profit

100 Miller Street
Gowanda, NY 14070
P: 716.532.5700 | F: 716.532.5703

***The Pines – Machias**

115 Beds | Public

9822 Route 16, PO Box 310
Machias, NY 14101
P: 716.353.8516 | F: 716.353.4316
www.catco.org

The Pines-Olean

120 Beds | Public

2245 West State Street
Olean, NY 14760
P: 716.373.1910 | F: 716.373.1805

CHAUTAUQUA COUNTY

Absolut Care & Rehabilitation at Dunkirk

40 Beds | For Profit

447-449 Lake Shore Drive W.
Dunkirk, NY 14048
P: 716.366-6710 | F: 716.366.7116
www.absolutcare.com

Absolut Care & Rehabilitation at Westfield

120 Beds | For Profit

26 Cass Street
Westfield, NY 14787
P: 716.326.4646 | F: 716.326.4621
www.absolutcare.com

***Chautauqua County Home & Infirmary**

216 Beds | Public

10836 Temple Road
Dunkirk, NY 14048
P: 716.366.6400 | F: 716.366.0114
www.co.chatauqua.ny.us/departments/countyhome/pages/default.aspx

Heritage Green

151 Beds | Not-for-profit

PO Box 400
Greenhurst, NY 14742
P: 716.483.5000 | F: 716.488.2414

Heritage Park Rehab. & Skilled Nursing Facility
149 Beds | Not-for-profit

150 Prather Ave.
 Jamestown, NY 14701
 P: 716.488.1921 | F: 716.484.2933

***Heritage Village Rehab. & Skilled Nursing Facility**
120 Beds | Not-for-profit

Box 351, Route 60
 Gerry, NY 14740
 P: 716.985.4612 | F: 716.985.4197
www.heritage1886.org

CHAUTAUQUA COUNTY CONTINUED

Lake Shore Health Care Center
120 Beds | Not-for-profit

845 Routes 5 & 20
 Irving, NY 14081
 P: 716.934.2654 | F: 716.951.7189

Lutheran Social Service
254 Beds | Not-for-profit

715 Falconer Street
 Jamestown, NY 14701
 P: 716.665.4905 | F: 716.665.8022

ERIE COUNTY

***Absolut Care & Rehabilitation at Aurora Park**
320 Beds | For Profit

292 Main Street
 East Aurora, NY 14052
 P: 716.652.1560 | F: 716.652.0018
www.absolutcare.com

Absolut Care & Rehabilitation at Eden
40 Beds | For Profit

2806 George Street
 Eden, NY 14057
 P: 716.992-3987 | F: 716.992.3194
www.absolutcare.com

Absolut Care & Rehabilitation at Orchard Park
202 Beds | For Profits

6060 Armor Road
 Orchard Park, NY 14127
 P: 716.662.4433 | F: 716.662.6752
www.absolutcare.com

Autumn View Health Care Facility
234 Beds | For Profit

4650 Southwestern Blvd.
 Hamburg, NY 14075
 P: 716.648.2450 | F: 716.648.2029
www.mcquiregroup.com

Beechwood Homes
122 Beds | Not-for-profit

100 Stahl Road
 Getzville, NY 14068
 P: 716.504.1000 | F: 716.636.0026
www.beechwoodcare.org

***Beechwood Homes**
157 Beds | Not-for-profit

2235 Millersport Highway
 Getzville, NY 14068
 P: 716.810.7000 | F: 716.688.4209
www.beechwoodcare.org

Brothers of Mercy Nursing & Rehabilitation
240 Beds | Not-for-profit

10570 Bergtold Road
 Clarence, NY 14031
 P: 716.759.6985 | F: 716.759.6223
www.brothersofmercy.org

***Canterbury Woods**
48 Beds | Not-for-profit

725 Renaissance Drive
 Williamsville, NY 14221
 P: 716.929.5200 | F: 716.929.5543
www.canterburywoods.org

Deaconess Skilled Nursing Facility
221 Beds | Not-for-profit

1001 Humbolt Parkway
 Buffalo, NY 14208
 P: 716.886.4400 | F: 716.887.8004
www.kaleidahealth.org

Delaware Nursing & Rehabilitation Center
200 Beds | For Profit

1014 Delaware Avenue
 Buffalo, NY 14209
 P: 716.883.6782 | F: 716.883.6932
www.delawarenursingandrehabilitationcenter.com

ERIE COUNTY CONTINUED

ElderWood Senior Care

www.elderwood.com

ElderWood Health Care at Lakewood 166 Beds | For Profit

5775 Maelou Drive
Hamburg, NY 14075
P: 716.648.2820 | F: 716.648.2980

ElderWood Health Care at Linwood 94 Beds | For Profit

1818 Como Park Boulevard
Lancaster, NY 14086
P: 716.683.6165 | F: 716.683.5326

ElderWood Health Care at Maplewood 160 Beds | For Profit

225 Bennett Road
Cheektowaga, NY 14227
P: 716.681.9480 | F: 716.681.8175

ElderWood Health Care at Oakwood 200 Beds | For Profit

200 Bassett Road
Williamsville, NY 14221
P: 716.689.6681 | F: 716.689.2547

ElderWood Health Care at Riverwood 90 Beds | For Profit

2850 Grand Island Boulevard
Grand Island, NY 14072
P: 716.773.5900 | F: 716.773.9728

***ElderWood Health Care at Wedgewood 92 Beds | For Profit**

4459 Bailey Avenue
Amherst, NY 14226
P: 716.835.2543 | F: 716.835.7633

Erie County Home & Infirmary 586 Beds | Public Benefit

11580 Walden Avenue
Alden, NY 14004
P: 716.937.5690 | F: 716.937.5729

Erie County Medical Center, Skilled Nursing Facility 136 Beds | Public

462 Grider Street
Buffalo, NY 14215
P: 716.898.3131 | F: 716.898.4841
www.ecmc.edu/medicalservices/nursing/skillednursing.asp

Father Baker Manor 160 Beds | Not-for-profit

6400 Powers Road
Orchard Park, NY 14127
P: 716.667.0001 | F: 716.667.0028
www.chsbuffalo.org

Fiddlers Green Manor 82 Beds | For Profit

168 W Main St
Springville, NY 14141
P: 716.592.4781 | F: 716.592.2249

Garden Gate Health Care 184 Beds | For Profit

2365 Union Road
Cheektowaga, NY 14227
P: 716.668.8100 | F: 716.668.3516
www.mcquiregroup.com

Greenfield Health & Rehabilitation Center 164 Beds | Not-for-profit

5949 Broadway Avenue
Lancaster, NY 14086
P: 716.684.3000 | F: 716.684.3380
www.niagaralutheran.org

Harbour Health Multicare Center 95 Beds | Not-for-profit

1205 Delaware Avenue
Buffalo, NY 14209
P: 716.885.3838 | F: 716.885.2331
www.pscwny.org

***Harris Hill Nursing Facility 192 Beds | For Profit**

2699 Wehrle Drive
Williamsville, NY 14221
P: 716.632.3700 | F: 716.632.5083
www.mcquire-group.com

***Hawthorn Health Multicare Center 122 Beds | Not-for-profit**

1175 Delaware Avenue
Buffalo, NY 14209
P: 716.885.6733 | F: 716.885.0696
www.pscwny.org

ERIE COUNTY CONTINUED**Jennie B. Richmond Chaffee Nursing Home****80 Beds | Not-for-profit**

222 East Main Street

Springville, NY 14141

P: 716.592.2871 ext. 288 | F: 716.592.8103

www.chaffeehospitalandhome.com**McAuley Residence****160 Beds | Not-for-profit**

1503 Military Road

Kenmore, NY 14217

P: 716.447.6600 | F: 716.447.6620

www.chsbuffalo.org**Mercy Nursing Facility at OLV****84 Beds | Not-for-profit**

55 Melroy Avenue

Lackawanna, NY 14218

P: 716.819.5300 | F: 716.819.5309

www.chsbuffalo.org**Millard Fillmore Skilled Nursing Facility****75 Beds | Not-for-profit**

3 Gates Circle

Buffalo, NY 14209

P: 716.887.4013 | F: 716.887.4794

www.kaleidahealth.org***Niagara Lutheran Home & Rehab Center****173 Beds | Not-for-profit**

64 Hagar Street

Buffalo, NY 14208

P: 716.886.4377 | F: 716.886.0036

www.niagaralutheran.org**Ridge View Manor LLC****120 Beds | For Profit**

300 Dorrance Avenue

Buffalo, NY 14220-2795

P: 716.825.4984 | F: 716.825.0335

St. Catherine LaBoure Health Care**80 Beds | Not-for-profit**

2157 Main Street

Buffalo, NY 14214

P: 716.862.1450 | F: 716.862.1443

www.chsbuffalo.org**St. Francis of Williamsville****142 Beds | Not-for-profit**

147 Reist Street

Williamsville, NY 14221

P: 716.633.5400 | F: 716.633.6404

www.chsbuffalo.org**Schofield Residence****120 Beds | Not-for-profit**

3333 Elmwood Avenue

Kenmore, NY 14217

P: 716.874.1566 | F: 716.874.6508

www.schofieldcare.org**Seneca Health Care Center****160 Beds | For Profit**

2987 Seneca Street

West Seneca, NY 14224

P: 716.828.0500 | F: 716.828.1377

www.mcquiregroup.com**Legacy Health Care****100 Beds | For Profit**

2799 Sheridan Drive

Tonawanda, NY 14150

P: 716.837.4466 | F: 716.332.3520

Waterfront Health Care Center**84 Beds | Not-for-profit**

200 7th Street

Buffalo, NY 14201

P: 716.847.2500 | F: 716.847.1312

www.kaleidahealth.org**Weinberg Campus Living Center****180 Beds | Not-for-profit**

2700 N. Forest Road

Getzville, NY 14068

P: 716.639.3311 | F: 716.639.3309

www.weinbergcampus.com**Williamsville Suburban****220 Beds | For Profit**

193 South Union Road

Williamsville, NY 14221

P: 716.632.6152 | F: 716.633.7237

NIAGARA COUNTY**Briody Health Care Facility****82 Beds | For Profit**

909 Lincoln Avenue
 Lockport, NY 14094
 P: 716.434.6361 | F: 716.434.6396
www.briody.org

DeGraff Skilled Nursing Facility**80 Beds | Not-for-profit**

445 Tremont Avenue
 N Tonawanda, NY 14120
 P: 716.690.2080 | F: 716.690.2118
www.kaleidahealth.org

ElderWood Health Care at Crestwood**160 Beds | For Profit**

2600 Niagara Falls Blvd.
 Niagara Falls, NY 14304
 P: 716.215.8000 | F: 716.215.8011
www.elderwood.com

Fairchild Manor Nursing Home**100 Beds | For Profit**

765 Fairchild Place
 Lewiston, NY 14092
 P: 716.754.4322 | F: 716.754.2890
www.seniorassociates.net

Newfane Rehabilitation & Health Care Center Corp.**175 Beds | Not-for-profit**

2709 Transit Road
 Newfane, NY 14108
 P: 716.778.7111 | F: 716.778.9218
<http://www.enhs.org/newfane/the-newfane-rehabilitation-and-health-care-center/>

Niagara Rehabilitation & Nursing Center**160 Beds | For Profit**

822 Cedar Avenue
 Niagara Falls, NY 14301
 P: 716.282.1207 | F: 716.282.8589
www.niagararehab.com

Northgate Health Care Facility*202 Beds | For Profit**

7264 Nash Road
 North Tonawanda, NY 14120
 P: 716.694.7700 | F: 716.694.7720
www.mcquiregroup.com

Odd Fellow & Rebekah Rehab Health Center**126Beds | Not-for-profit**

104 Old Niagara Road
 Lockport, NY 14094
 P: 716.434.6324 | F: 716.434.4020
www.oddfellowhcclkpt.org

Our Lady of Peace*250 Beds | Not-for-profit**

5285 Lewiston Road
 Lewiston, NY 14092
 P: 716.298.2900 | F: 716.298.2800
www.ladyofpeace.org

Schoellkopf Health Center**120 Beds | Not-for-profit**

621 Tenth Street
 Niagara Falls, NY 14302
 P: 716.278.4578 | F: 716.278.4876
www.nfmmc.org/home/about/nursing_home

Absolut Care & Rehabilitation at Gasport**83 Beds | For Profit**

4540 Lincoln Drive
 Gasport, NY 14067
 P: 716.772.2631 | F: 716.772.2054
www.absolutcare.com

GENESEE COUNTY**Batavia Nursing Home****62 Beds | For Profit**

257 State Street
 Batavia, NY 14020
 P: 585.343.1300 | F: 585.344.3756
www.batavianursinghome.com

Genesee County Nursing Home*240 Beds | Public**

278 Bank Street
 Batavia, NY 14020
 P: 585.344.0584 | F: 585.344.4685
www.co.genessee.ny.us

Leroy Village Green Residential Health Care Facility**140 Beds | For Profit**

10 Munson Street
 Leroy, NY 14482-0160
 P: 585.768.2561 | F: 585.768.4335
www.bhcg.com/villagegreen/

GENESEE COUNTY CONTINUED***NYS Veteran's Home****125 Beds | Not-for-profit**

220 Richmond Avenue

Batavia, NY 14020

P: 585.345.2000 | F: 585.345.9030

www.nysvets.org/homes/batavia/default.aspx**ORLEANS COUNTY****Medina Memorial Hospital/North Wing Unit****30 Beds | Not-for-profit**

200 Ohio Street

Medina, NY 14103

P: 585.798.8111 | F: 585.798.8113

Orchard Manor**160 Beds | Not-for-profit**

600 Bates Road

Medina, NY 14103

P: 585.798.4100 | F: 585.798.5275

www.orchardmanor.com***Orleans County Nursing Home****120 Beds | Public**

14012 Route 31

Albion, NY 14411

P: 585.589.5637 | F: 585.589.6567

WYOMING COUNTY**East Side Nursing & Rehabilitation Center****80 Beds | For Profit**

62 Prospect Street

Warsaw, NY 14569

P: 585.786.8151 | F: 585.786.8390

www.bhcg.com/eastside/**Wyoming County Community Hospital/Nursing Facility****160 Beds | Public**

400 N. Main St.

Warsaw, NY 14569

P: 585.786.2233 | F: 585.786.1226

www.wcchs.net

This list by the Alzheimer's Association, WNY Chapter intended for informational purposes only and is not an endorsement of any of the sources listed. There may be other providers of such services in the eight counties of WNY. 12/10