

Trouves Health Care

TITLE:	RESIDENT SERVICES	POLICY 3.05
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Authority: [WAC 388.78A.2120, Monitoring residents' well-being](#)
[WAC 388.78A.2170, Required assisted living facility services](#)
[WAC 388.78A.2180, Activities](#)
[WAC 388.78A.2300, Food and nutrition services](#)

Reference: Trouves Policy 1.09, Nursing Services

PURPOSE:

This policy outlines the services provided by Trouves Health Care for residents admitted to our facilities.

SCOPE:

This policy applies to all Trouves employees and residents.

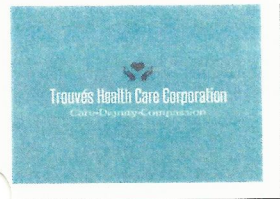
DEFINITIONS:

Negotiated Service Agreement:

An agreement Trouves provides each resident using the resident's preadmission assessment, initial resident service plan, and full assessment information, within thirty days of the resident moving in to the facility.

POLICY:

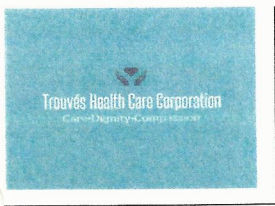
- A. Trouves Health Care is committed to providing excellent care to the residents we serve. This care is provided following state and federal regulations.
- B. Trouves provides:
 - 1. Observation of each resident consistent with his or her assessed needs and negotiated service agreement;
 - 2. Identification of any changes in the resident's physical, emotional, and mental functioning that are a:
 - a. Departure from the resident's customary range of functioning; or
 - b. Recurring condition in a resident's physical, emotional, or mental functioning that has previously required intervention by others.



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3. Evaluation, in order to determine if there is a need for further action:
 - a. Changes are observed; and
 - b. When an accident or incident that is likely to adversely affect the resident's well-being, is observed by or reported to staff persons.
 4. Take appropriate action in response to each resident's changing needs.
- C. Trouves provides care and services as agreed upon in the negotiated service agreement for each resident unless a deviation from the negotiated service agreement is mutually agreed upon between Trouves and the resident or the resident's representative, at the time the care or services are scheduled.
- D. Trouves services include:
1. Housing and general responsibility for the safety and well-being of each resident, as defined in this chapter, consistent with the resident's assessed needs and negotiated service agreement.
 2. Basic services, consistent with the resident's assessed needs and negotiated service agreement:
 - a. Activities - Arranging for activities in accordance with WAC [388-78A-2180](#);
 - b. Housekeeping - Providing a safe, clean and comfortable environment for each resident, including personal living quarters and all other resident accessible areas of the building;
 - c. Laundry - Keeping the resident's clothing clean and in good repair, and laundering towels, washcloths, bed linens on a weekly basis or more often as necessary to maintain cleanliness;
 - d. Meals - Providing meals in accordance with WAC [388-78A-2300](#); and
 - e. Nutritious snacks - Providing nutritious snack items on a scheduled and nonscheduled basis, and providing nutritious snacks in accordance with WAC [388-78A-2300](#).
 3. Trouves will:
 - a. Provide care and services to each resident by staff persons who are able to communicate with the resident in a language the resident understands;
or
 - b. Make provisions for communications between staff persons and residents to ensure an accurate exchange of information.
 4. Trouves ensures each resident is able to obtain individually preferred personal care items when:



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- a. The preferred personal care items are reasonably available; and
 - b. The resident is willing and able to pay for obtaining the preferred items.
5. Trouves' nursing team may provide additional medical services under the direction of the physician. See Nursing Services Policy.

E. If a resident at Trouves does not have a personal physician or health care provider, Trouves will provide a physician on site. Trouves will also assist those residents that wish to select a provider from outside the facility find a health care provider.

EXCEPTIONS:

No exceptions to this policy may be granted without the prior written approval of the Director.

SUPERCEDES:

None