



*Lincoln Community Care Center*

In June 2011, I visited Lincoln Community Care Center (LCCC), which is a community owned 66-resident skilled nursing home with a 14-resident assisted living home attached (Lakeside Suites). LCCC is located in the small central Missouri town of Lincoln. Administrator Donna Bowers showed me around.

We first visited Lakeside Suites. A buffet style lunch was being served. The dining room includes a kitchenette equipped with typical household appliance available for residents/families use. The assisted living apartments include large bathrooms with walk-in showers and small kitchenettes.



*Lakeside Suites Assisted Living Dining Room and Kitchenette*

LCCC is on the culture change journey. They have a “Choice Matters” team that guides their culture change efforts. They also collaborate with other culture change homes through participation with MC5, Missouri’s culture change coalition.

They have made many improvements and are making plans for more. They have eliminated routine overhead paging. They have renamed the halls with street names and plan on putting in street signs. They have consistent staffing assignments and their CNA’s attend care planning meetings. They have installed a wireless call system, which is audible at the nurses’ station but not in the hallways.

To ensure that residents enjoy the dining experience, they have worked to liberalize diets as much as possible. They have restaurant style dining and open dining hours. There is a hostess who takes orders as the residents arrive. She also makes sure that residents are transferred from wheelchairs to dining chairs. Meals include three entrée choices. They offer made-to-order omelets at breakfast and there is a continental breakfast available for residents who prefer to sleep in. They also have a soft-serve ice cream maker, a popcorn popper, and a refrigerator that is stocked with snacks that are available at all times. Additionally, residents may have their own refrigerators in their rooms.



*Dining Room and Kitchenette*

We stopped by the activity kitchen. They recently underwent major renovations, including adding a new kitchen. The activity kitchen used to be the main kitchen, so it is equipped with all of the fire safety features that are required of the main kitchen, including a range hood extinguishing system. This allows them to do some cooking activities that might not be allowed in a household kitchenette that doesn't have these features. Several ladies were frying fish and insisted that I try a sample. Actually, they didn't have to do a whole lot of insisting. It was delicious!





*Residents frying fish in activity kitchen*

They try hard to accommodate residents' choices and needs. They have eight private rooms available. They accommodate overnight guests by providing pull-out beds or empty rooms. They have a kitchenette where residents and their families can cook meals. They have a private dining room that can be reserved for family visits, which is furnished with dining furniture that was donated by a previous resident's family members. Residents take the type of bath they prefer, when they prefer it. They have even accommodated residents who wished to bathe five days per week.



*Private Dining Room*

They have three enclosed courtyards and a special end-of-life room. They offer a full spa treatment to residents once per month. They also offer aromatherapy from time to time and routinely for residents at end of life. All resident rooms have Wi-Fi internet access and there is a community computer with internet access available as well. They also have a Wii gaming system. There are raised garden boxes for residents who like to garden. They have a store in the home where residents can purchase a variety of products and a free clothing rack where residents can pick up clothing as they choose.





*Enclosed Courtyard*



*Gift Shop*

Residents participate in a multitude of activities. Jasper, the home's dog is a bundle of energy and provides plenty of entertainment. Those who are able go on shopping outings. For Halloween they provide a safe house, which is attended by 300 children. Several residents perform volunteer work, such as doing dishes in the activity kitchen, sweeping, watering and caring for plants, or folding laundry. They had a resident with dementia who believed that she worked there. They provided her with a time card and gave her a paycheck. She complained about the pay though.





*Jasper*

Future plans include purchasing a blanket warmer, adding residents and family members to the Choice Matters team, and adding charge card capability for the gift shop. One of their next big projects is improving medication passes.

During my visit, I met resident Kathleen Paulis. Kathleen told me that she was born in Missouri but she and her husband lived on Long Island New York for many years, where they owned and operated a machine shop that produced small precision parts. She told me that she participates in a lot of activities. She enjoys playing scrabble, going to church, and going on shopping outings. She gets up and goes to bed when she wants and enjoys the good food that is served. I asked her if there was anything she would change if she could. She first said, "I love it here." She then said, "If you could make me younger, that would be nice."





*Resident Kathleen Paulis*