



*Sylvia G. Thompson Residence Center*

In June 2012, I visited the Sylvia G. Thompson Residence Center in Sedalia. Sylvia G. Thompson Residence Center is a 120-resident Medicaid Certified Skilled Nursing Home. They are on the culture change journey and participate with the West Central [MCS](#) (Missouri Coalition Celebrating Care Continuum Change) regional group.

They have been remodeling and have refurbished all but one neighborhood. They don't have traditional institutional nursing stations. Wallpaper has been replaced with faux painting and carpeting has been installed throughout. The walls are decorated with photos from the surrounding area. There are living rooms and residential style laundries available for residents and their families.

The silent call system directly notifies the caregivers who are consistently assigned. To ensure that the best care possible is provided, CNAs attend care plan meetings. There is no overhead paging in the new areas. They are also replacing the old boiler so residents can adjust their own heating and cooling.

All of the resident rooms in the new areas are private. There are a total of 54 private and 33 semi-private rooms. Residents can use the furniture provided or bring their own if they prefer. The only restriction on personal furniture and decorations is that it must be safe. Many rooms are equipped with private tubs and showers. Residents choose when they take a bath and what type of bath they prefer. Personal pets are allowed based on individual assessment. In addition to monthly birthday celebrations, residents receive a special cake and card on their birthday and everyone sings Happy Birthday to them at lunch time.



*Kitchenette available for residents and visitors*

Dining services have been improved. There are three dining rooms where two meal choices are available at lunch and dinner. Breakfast is on a two-week rotation based on resident council choices. A continental breakfast is also available. Meals are served by the charge nurses and staff members eat with the residents. A residential kitchen and a family dining room are available for residents and visitors. There are two resident use refrigerators and snacks are available at all times at no extra cost.



*Memory Care Neighborhood dining room*



*Memory Care Neighborhood enclosed porch*

The Memory Care unit consists of three neighborhoods (Spring, Summer, and Fall), with five private rooms in each. Each neighborhood has its own kitchenette and dining area where meals are served buffet style. A staff member eats along with the residents in each neighborhood. In addition to the meals, there is food available in the neighborhoods at all times. Another nice feature is the inside porch equipped with grow lights.



*CNA Shizue Taylor*

During my visit, I met Certified Nurse Aide Shizue Taylor. Ms. Taylor grew up in Tokyo, Japan where her parents owned a lumber company that her father inherited from his parents. She married an American businessman working in Tokyo. They have been married for 42 years and moved to the United States 40 years ago. They first lived in Kansas City, but later moved to Sedalia for his job. He retired from his first career; then went to work for the Missouri Department of Revenue. He recently retired for the second time. She continues working because she likes her job.

She enjoys traveling and recently visited Kansas City and St. Louis. She has taken a cruise to Mexico and has been to Denver, Florida, Los Angeles, and San Francisco. She told her husband that she wants to see all of the United States, but he said she won't live long enough to see it all because it is so big. She also enjoys traveling to Japan to visit her parents and sister and they enjoy traveling here to visit her. Her sister is a yoga teacher and they talk on the phone every Friday.

She has worked at Sylvia G. Thompson Residence Center for 18 years. She said, "it is the best place I ever worked." "The residents are very happy and friendly." She couldn't think of anything that could be done better. Residents there enjoy freedom and choices. They also enjoy the food and outings to the countryside and to restaurants.



*Resident Dorothy Franklin enjoying a beautiful day with Resident/Friend Barbara Silvey*

I also met resident Dorothy Franklin. Ms Franklin was born in Lamont, Missouri in 1923. She had one sister. They didn't have a lot of money, but they never missed a meal. Her mother was a housewife and raised a large garden and canned everything she could. She also raised chickens for meat and eggs and had a mild cow for milk and butter. Her Father repaired train engines and cars for Missouri Pacific Railroad.

She married when she was 21 and she and her husband moved to Sedalia. He was a truck driver and later worked for the city of Sedalia. They had a son and a daughter. She went to work in 1957 to help get her son through college. He is now an Electrical Engineer for the utility company.

She moved to an apartment after her husband died 20 years ago. She lived there for 14 years, but later moved to an Assisted Living apartment after not fully recovering from a surgery. She lived there three-and-a-half years. She came to Sylvia Thompson from another nursing home and has lived there for eight months. She said she loves it there and is happy.

She enjoys the food, exercise classes, Bible study, church services, bingo, and the entertainers who visit. She said, "The girls are very good with us, they are kind and patient." "Our places are kept very good, almost immaculate." She couldn't think of anything that could be done better.