



Superior LIVING



November 2018

A Visit is Worth a Thousand Words

Two nursing home owners and a newspaper executive walk into an office. Both determined to set the record straight. And that's exactly what happened.

Helen Sims, Owner/CEO, responded to a recent editorial shared by Steve Wilson, Executive Editor, of the Paducah Sun. The editorial, which originated from the Lexington Herald-Leader, informed readers of the "shameful" state of Kentucky's 284 nursing homes, from recent survey results.

As owners, Ms. Sims and Mike Sims, COO/Owner, knew this was an opportunity for the Executive Editor, and more importantly, the Paducah Sun readers, to learn what sets Superior Care Home apart, and what our continued commitment to this community means to the staff, residents, their families, and our management team. So the invitation to visit was offered, and the editor accepted.

During the visit, Mike Sims, shared his family's vision and the high standard of quality healthcare. "We are committed to this community, and we welcomed the opportunity to meet with Mr. Wilson, and invite him to see for himself, just how special Superior Care is. Our dedicated care team, therapists, social services, housekeeping & dining staff all play an integral role in providing the highest quality care. And our Perfect/Deficiency Free Survey this year attests to their dedication. We are proud of our newly built community in the Paducah Commerce Park, but the bottom line is how we care for our families."

Helen Sims shared that being a local owner/operator is crucial to our success. "I am so appreciative of our care team. They deserve every accolade, for it truly takes a team to provide our families the care they deserve and the type of care, my mother, Mary Ellen Thompson, would agree, lives up to the name she gave our business-Superior Care!"

Executive Editor Steve Wilson's editorial after his visit is reprinted on the right.

The Paducah Sun Not all nursing homes fall short

Helen Sims, the owner and CEO of Superior Care Home in Paducah, was not happy after reading our paper last Sunday.

We carried an editorial from the Lexington Herald-Leader headlined: "SHAMEFUL: State's nursing home problems a matter of life, death."

It summarized a recent series in the Lexington paper that found 43 percent of Kentucky's 284 nursing homes were rated either "below average" or "much below average" by the U.S. Centers for Medicare and Medicaid Services.

The stories further reported the state's nursing homes collectively were rated among the worst in the nation in recent studies by the Kaiser Family Foundation, the AARP and the advocacy group Families for Better Care.

Sims sent me an email to say the public shouldn't be led to believe that every nursing home is deficient and invited me to pay a visit and take a tour.

I was glad to take her up on it, and I came away with the sense that Superior Care does in fact live up to its name.

The nursing home was opened in 1972 on Clay Street in Paducah by Sims' mother, Mary Ellen Thompson.

In 2014, it relocated to a new, \$14 million campus on the city's western edge off Blandville Road. At 72,000 square feet, the new facility has 108 beds and is more than twice the size of the previous location.

Superior Care is one of four nursing homes in Paducah and the only one with an above-average overall rating from the Centers for Medicare and Medicaid Services.

The state Cabinet for Health and Family Services does a comprehensive, four-day review of nursing



Steve Wilson
Executive Editor

homes annually. Even the best nursing homes will usually be dinged for a deficiency or two, but Superior Care this year received a zero deficiency rating for the first time in 15 years.

While Sims is proud of that, she's more proud that the nursing home maintains high standards consistently.

"We don't want to work to get ready for a survey," she said. "We want to be there every day."

The nursing home has four "neighborhoods" for different patient categories — two for rehabilitation, one for long-term care and one for memory care. They have their own living-dining room, kitchen and rehab gym.

During my brief tour, I was impressed by the home's hospital-clean appearance and the staff's friendly demeanor. The day's lunch menu looked healthy and delicious. It was easy to imagine residents feeling comfortable there.

The majority of the state's nursing homes have corporate ownership. State inspections have found many with caregivers stretched too thin by low staffing levels.

Sims believes being privately owned and having a more personal connection with residents is a big factor in Superior Care's favor.

Now in her 35th year full-time at Superior Care, she shares management leadership with her son, Mike. Both voiced praise for the

dedication of their 150-person staff, including some who have worked there two decades or more.

"I've always tried to follow my mother's philosophy that when you give you gather," she said. "We don't cut corners. When I go home at night and put my head on a pillow, I can go to sleep knowing these people are well-cared for."

The Lexington paper's nursing home series reported several distressing cases of substandard care, including two in Paducah.

One involved the negligent care of a resident at McCracken Nursing and Rehabilitation and efforts to cover up a serious injury sustained there. A civil suit on behalf of Cecil Gary, a 60-year-old stroke victim, went to trial last year, and the jury returned a \$28 million verdict against the Texas-based owner, which led to a bankruptcy filing.

The other case involved a resident at Stonecreek Health and Rehabilitation in 2015 who was screaming about pain from a neglected urinary catheter, which caused an infection that later required emergency hospitalization. A state inspection found that the staff responded by removing his speaking valve, a plastic prosthesis in his throat, to render him mute.

While such extreme incidents may be rare, the low ratings of a large percentage of nursing homes in this state are a critical problem. As the editorial stated, "The 34,000 residents of Kentucky's long-term care facilities are among the state's most vulnerable people — physically, mentally, emotionally and financially. What is happening to many of them is a scandal."

It felt good to visit a place that operates on a higher level.

Reach Steve Wilson at swilson@paducahsun.com.

A Monthly Publication of
Superior Care Home Nursing and Rehabilitation Center

BAKING Smiles in Every Batch



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Preparing for the Holidays

The Alzheimer's Association website states "The holidays are approaching and all the celebrations and visitors can be challenging as everyone tries to make the season joyful and memorable. Here are a few holiday tips for families during this season."

1. Adjust expectations. Your loved one may or may not be able to participate in family traditions. Our care team may suggest making memories with new activities and traditions.
2. Visitors and activities-Know that your loved one may feel fatigue later in the day. Try visiting during a time when your loved one feels more energized and engaged.
3. Holiday music or church music is especially enjoyable for our residents. Superior Care will have additional local music volunteers during the holiday season.
4. Bring presents and allow for family members to open them here at Superior, allowing your loved one to participate in gift giving not just receiving.

Holidays are supposed to be times of good cheer, joy and creating happy memories. Having a family member at Superior Care may be new to your family and a new part of your holiday traditions.

It may be a challenge to know how to include your loved ones in the festivities, what type of items they might enjoy as gifts, and what types of activities are most pleasurable. The answers are as varied as the residents themselves. Our care team can provide guidance and suggestions on how to best handle holiday visits.

Normal routines that provide a sense of security are disrupted during the holidays. Planning a smaller gathering or celebration earlier in the day may make the day more successful. If you plan to celebrate with a visit to Superior Care, it is better to come in several small groups than one large one. Reading them their Christmas cards and reminding them about special times you've shared with them in the past can provide comfort and a feeling of connectedness. Superior Care will have a variety of activities scheduled for the holiday season and you are always welcome to join us. Special prayers and scripture are often welcomed by residents – especially when they come from a family member or friend.

Need ideas for gifts? Here are a few gift-giving tips:

1. Music-Our residents love music. Oldies are the goodies and even recordings of sermons from their pastors would be enjoyable, too.
2. Photo albums-Storytelling is a great activity and photos always bring out the stories.
3. Clothing such as non-skid socks or lap quilts/blankets are perfect to stay cozy during the winter season.

If you have any questions regarding the upcoming holiday season, please contact our Certified Dementia Practitioners-Dee Metcalf, Resident Life Coordinator and Joni Culp, Memory Care Director.



Our Superior Success Story

James Parkhill - Short-Term Rehabilitation

James Parkhill is our November 2018 Success Story. Born and raised in Paducah, Parkhill graduated from Paducah Tilghman and began his career with the TVA working at the Shawnee Steam Plant. He obtained training in plant operations, working from the entry level shift operator position to eventually becoming the Chief Plant Operator before his retirement.

Upon admission, Mr. Parkhill had suffered a CVA at home, and had right-sided weakness, with mild gait and foot drop. His goals were to improve his strength and balance, and increase his independence with his activities of daily living and communication.

"It has all been great! The staff is so nice. My therapists were demanding and encouraging at the same time. I would recommend Superior Care to anyone in need of short-term rehabilitation," stated Parkhill. Mr. Parkhill's daughter, Tracy Smith agreed. "All the staff were very friendly. My dad is stronger now than what he was before the stroke. I want to compliment Elevi Balzer in Social Services. Our care plan meetings were so important to my family, and Elevi made sure we were aware of all of the available resources and made recommendations which we greatly appreciated."

After 4 weeks of all therapy disciplines Mr. Parkhill was able to return home! "Mr. Parkhill was highly motivated!" shared Micki Colson, Therapy Manager. "He participated in all therapy disciplines, and improved quickly! He no longer required assistance for activities of daily living, improved his balance score on the Biodex Balance Assessment machine, and was also able to navigate 12 stairs independently and transfer without assistance. Mr. Parkhill continues his rehabilitation success through Superior's Outpatient Therapy program weekly."

Thank you, Mr. Parkhill, for sharing your success story!

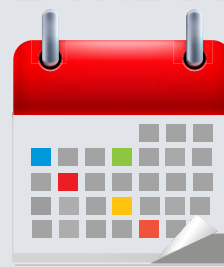
Employee of the Month Kim Simmons, SRNA



Kim Simmons, SRNA, is the November 2018 Employee of the Month. Mrs. Simmons started her nursing career in Nebraska where she was raised, and moved to Southern Illinois to help care for her family. Simmons shared "I believe I was called to take care of the elderly. Everyday is a learning experience, and there is plenty of wisdom to be found at Superior Care. I am proud and honored to work at Superior, because it lives up to its name! And it's a place you can call home. We are a family here!" When asked what advice she would give to a new SRNA starting her career, Simmons replied "Always give the residents YOUR BEST!" Doralyn Warren, Director of Nursing, shared "Kim is such a strong person and she shares her strength and clinical knowledge with her team. That's why I assign new team members to her because of her excellent training and clinical skills."

Congratulations, Kim Simmons-Employee of the Month!

SAVE THE DATES



SUNDAY, NOV. 4
Daylight Savings Time



WEDNESDAY, NOV. 7
Resident Council

MONDAY, NOV. 12
Veteran's Day

WEDNESDAY, NOV. 21
Baker's Dozen



WELCOME
New Staff!

Bernadette Bolden, LPN

Kristen Compton, SRNA

Ashlyn Daniels, SRNA

Markux Ellegood, SRNA

Tanya Goheen,
RN-Clinical Director
Samantha Gray, SRNA
Katherine Staggs, SRNA
Shayna Purkey, SRNA



SUPERIOR CARE HOME

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Owner and CEO
Helen Sims

Owner and COO
Mike Sims

Administrator
Jennifer Myers

Assistant
Administrator
Steven Hall

Director of Nursing
Doralyn Warren, RN

Resident Life
Coordinator

Dee Metcalf-CDP

Human Resources
Director
Michelle Fellows-SHRM

Marketing/Community
Relations Director
Darla Sims

Visit Our Website
SuperiorCareHome.com



News and Notes

Every year, Superior Care hosts a Family Thanksgiving Dinner on *Saturday, November 17* in our Community Room. Thanksgiving Family Dinner reservation forms were mailed the last week of October. Please RSVP to the dinner by *Tuesday, November, 13*. We look forward to celebrating Thanksgiving with our families!



REMINDER:

Superior Care's Pet Policy states:

1. Only dogs are allowed in the facility.
2. Dogs must be on a leash at all times.
3. Dogs must be in good health and have proof of vaccination for animal-borne diseases.
4. Avoid dining areas or treatment areas, and avoid dining times when bringing a pet to visit.

Thank you!

Merry Christmas



Christmas is just around the corner and Superior Care will be hosting its annual **Christmas Dinner with Families on Saturday and Sunday, December 8 & 9 in our Community Room**. A letter and reservation form will be mailed to families and responsible parties mid-November, so please RSVP no later than Wednesday, Dec. 5. "Santa" also brings presents to the residents, so gift tags for those presents will be included with the Christmas dinner letter and reservation form. Santa's presents need to be delivered to Dee Metcalf,

Resident Life Coordinator, no later than Wednesday, Dec. 5. We look forward to celebrating Christmas dinner with your family!"