

Cele-brating the Seasons



Loch Haven

Senior Living Community
Macon, Missouri

Our tradition sparks innovation!

Thank you for considering ***Loch Haven Senior Living Community*** *to provide for your healthcare needs. Loch Haven has been in operation as a not-for-profit nursing community since 1969. It is operated by the Macon County Nursing Home District. The mission of Loch Haven, since the very beginning, has been to offer the BEST, the NEWEST, the most COMPASSIONATE care to our residents. We believe our tradition of excellence, enhanced by a pioneering spirit, has "sparked" us to look to the future with vision and innovation.*

A move to a healthcare community can be a stressful life transition. Some look at the possibilities at what lies ahead...yet others are wary of change. Please be assured that we hope to make the transition process as seamless and stress-less as possible. Our staff is committed to providing you with the highest quality of care and outstanding customer service for both short and long term stays.

This guide is designed to assist you in making a decision about your move to Loch Haven. Our staff is available to you at any time to assist you and your loved ones with questions or concerns that may arise before or during your stay.



"There is sunshine in every season of our life"







The Admission Process

Now that you have chosen Loch Haven as your healthcare partner, it's time to get the process started. The first contact most people have at our facility is with our Social Service Department. Our Social Service Director's primary responsibility is to act as a resident advocate and to ensure that your healthcare needs are being provided for in a protected and secure environment. Here's what we do for you to make the transition as easy as possible.





- Our Social Service Director will secure medical charts from current physician or hospital, most recent visit progress notes, history and physical, medication list, and any recent labs or tests concerning prospective resident.
- In this booklet (page 14) is a list of physicians affiliated with Loch Haven Senior Living Community. You must have or secure one of these local physicians before admission.
- Our insurance clerk will verify benefits, file claims, Medicare, supplements, and/or long term care insurance forms.
- With the assistance of Social Service personnel, admission paperwork will be completed prior to or upon admission.

Walking With You Through The Seasons

Our Social Service staff members are available to family and residents to ensure the optimal benefits of placement in Loch Haven. On admission, new residents are evaluated by our staff to determine their needs. A comprehensive care plan is developed in consultation with the resident and family. A resident's progress and well-being are measured against the plan, which is reviewed and updated on a regular basis.

OUR RATES

The Loch Haven Business Office is open Monday thru Friday from 8 a.m. to 5 p.m.

***Rates as of August 1, 2017**

Skilled Neighborhoods

Semi-Private	$141 per day
Out of District SCU	$143 per day
Private Room	$147 per day
Semi as Private	$160.50 per day
Private Suite	$163.50 per day
Cottages	$183.00 per day

"Day Break" Adult Day Service

Full day (4-9 hours)	$40 per day

Apartments (Assisted Living)

Studio Apartment	$81.50 per day
One Bedroom Apartment	$86.50--90.50 per day
Couple Apartment	
	$192.50 per day if occupied by two people
	$96 per day if occupied by one person

- Residents pending approval for funding by Medicaid (Title XIX) will pay Loch Haven any Social Security and/or pension income minus $50.00 for residents personal use. All payments are due on a monthly basis. A service charge may be added to delinquent accounts.
- All self-paying residents will pay 30 days in advance upon the day of admission. Refunds are pro-rated from the day of discharge.
- If the resident or responsible party elects to reserve (hold) a bed during their absence from the nursing facility (i.e. hospitalization) the charge shall be 85% of the daily rate. Residents electing to reserve (hold) a bed during their absence from the residential care facility will be charged 100% of the daily rate.
- Personal funds and valuables should not be kept in the resident's room. Funds may be deposited into a personal account through the Business Office or Social Services. Withdrawals may be made during normal business hours, Monday through Friday. At discharge, the remaining balance will be refunded.

Pay Sources Accepted

We accept Medicare, Medicaid, private pay, private insurance, and Long Term Care Insurance.

Medicare: Medicare requires that you have at least a three night in-patient stay at the hospital. You will then qualify for a period of time, anywhere from 1 - 100 days. We evaluate twice weekly to determine whether or not the resident is continuing to meet Medicare A requirements. Medicare pays for up to 20 days (as long as you are qualifying). For days 21 – 100, Medicare pays a portion. If you have a Medicare supplement insurance or Medicaid, it will pay the remainder (depending on your plan). After leaving the hospital, you are eligible to receive your Medicare benefits if you choose to come to Loch Haven within 30 days of your prior hospital stay, even if you had initially discharged to home.

Medicaid: No hospital stay is required for admission. Resident will be required to pay a monthly surplus to Loch Haven.

Private Payment: No hospital stay is required for admission.

Please let us know if we can be of further assistance. We would be glad to answer any questions that you might have . Contact our Director of Social Services, Julie Mason at 660-385-3113.

Amenities included

Beauty Shop (weekly wash and set)
Barber (1 x per month)
Cable Television
Laundry
Housekeeping
Meals and Snacks



Miscellaneous Charges

- Telephone Rates (through Chariton Valley or Century Link)
- Medical supplies and personal care items will be billed each month. You may inquire at the business office for a copy of all such charges.
- Beauty Shop Perms $20
  Hair Color $10

Our Services

Transportation

Transportation to and from appointments will be provided upon request of family or resident. Family may also use the Loch Haven van for transportation of patients who cannot travel by car. We cannot transport residents in geriatric chairs or on stretchers or residents who are medically unstable. We can transport residents in wheel chairs with leg lifts.

Doctor Appointments

In Macon	$5
Up to 70 miles round trip	$65
Up to 120 miles round trip	$100
Over 121 miles	$150

Bus

In Macon	$15
Up to 70 miles round trip	$75
Up to 120 miles round trip	$120

*Staff member accompaniment is:
In town: $12
Out of town: $12

Transport to & from Emergency Room

In Macon	$25
Up to 70 miles round trip	$65
Up to 120 miles round trip	$100
Over 121 miles	$150

No charge for

- Pickup for admission to Loch Haven
- Funeral transportation charges for family use: in town or immediate family member's funeral. (Out of town use, same charge as family using for social outing.)
- Medicaid transportation can be arranged free of charge if we know at least five days in advance of your appointment. A family member can also ride free.

*Staff member accompaniment is:
In town: $12
Out of town: $12

Laundry

We are happy to provide laundry services for our residents. All personal clothing must be marked with indelible ink or name tags. This must be done prior to or immediately at time of admission to ensure that clothing does not get lost.

- Families may choose to do the laundry themselves. If you choose this method, you must supply a laundry bag to keep in closet for soiled clothing. The laundry must be done weekly or more often, if necessary. Heavily soiled clothing may be sent to Loch Haven laundry for immediate washing.
- Families may choose to have Loch Haven provide this service. Soiled laundry is washed daily.

Personal Items

NOT ALLOWED at resident's bedside:

- Spray cans
- Flammable smoking material (i.e., lighters, matches, cigarettes, pipes, and cigars)
- Any item that bears a cautionary label such as "Poison" or "Keep out of Reach of Children" (Exception: Nitroglycerin tablets, if ordered by a physician to be left at bedside.)
- Razors, scissors, knives, pocket knives, or any other sharp objects
- Alcoholic beverages
- Analgesic balms (Ben-Gay, Icy-Hot, Preparation-H, Vicks, etc may by left at bedside if ordered by a physician).
- Liniments and eye, ear, and nasal preparations. (These may be kept in the room only if ordered by a physician.)

The following commercially manufactured external or topical preparations and substances when bearing the manufacturer's label, **MAY BE ALLOWED** in the resident's room.

- Petroleum jelly (Vaseline)
- Talcum powder
- Foot powder, cream, or foot ointment
- Toothpaste and mouthwash
- Cold cream or medicated facial cleansing cream
- Lip balm or ointment
- Cosmetics
- Cough drops (non-medicated)
- Hand lotion
- Food will be left at bedside only with approval of Charge Nurse. All foods MUST be in covered containers.

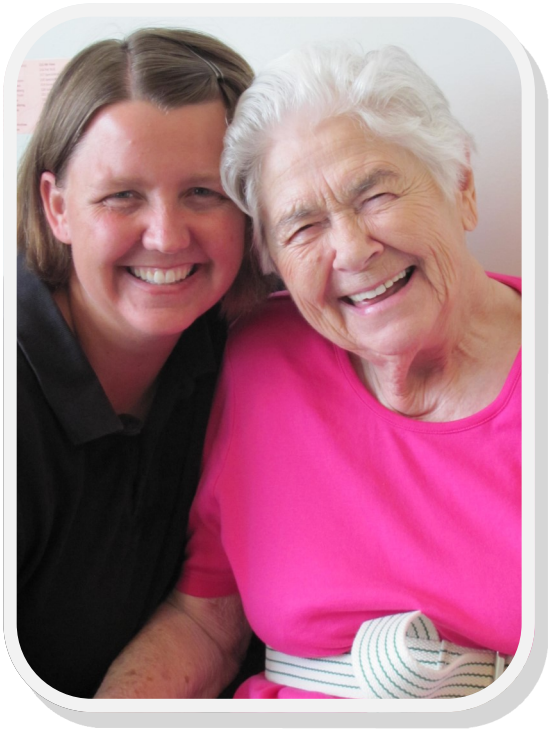
House Keeping

The Loch Haven Housekeeping Department is ready to serve our clients. Our housekeeping personnel follow regular cleaning schedules to assure a safe, clean, and happy environment for all our residents.

Missouri Telehealth offers some residents the chance to visit with doctors without the need to travel for the visit. Your visit takes place at Loch Haven, where you will meet with your doctor over a secure and confidential television connection. A telehealth visit will not cost any more money than seeing the doctor in person. This service is available to the residents of Loch Haven, staff, and also the community. To set up an appointment or if you are needing more information, contact Sharon Thrasher or Lea Apel at Loch Haven

Active…..Again….Therapy

RehabCare



You may need extra care after a hospital stay before you are ready to return home. Or for our residents who make Loch Haven their permanent home, you might need help in becoming as active as you possibly can. When you've had an illness, injury, or surgery, you can trust the RehabCare Team, Loch Haven's therapy services provider, to get you up and ACTIVE AGAIN!

RehabCare is the leading and premier provider of physical, occupational, and speech-language rehabilitation services in 47 states. Individualized treatment programs are developed and carried out by registered licensed therapists for each resident based on the type of problem and his or her needs. **Therapy services are offered 365 days a year at Loch Haven.**



PHYSICAL THERAPY: Physical Therapy is an integral part of treatment for patients with pain and/or movement dysfunction resulting from disability or disease. The primary objective is to increase to maximal level the independence of an individual in areas of muscle strength, motor development, functional capacity including ambulation, transfers, activities of daily living and respiratory and circulatory efficiency. Equipment available includes a whirlpool, parallel bars, exercise table, shoulder wheel, paraffin bath, hydro collator, stationary bike, finger ladder, and various ambulation devices.

OCCUPATIONAL THERAPY: Occupational Therapy helps people with disabilities to return to their life roles through the use of therapeutic methods, applied and assistive technology, and environmental modifications. Residents typically benefit from this service following a stroke, fracture, or any other debilitating change of health.

SPEECH THERAPY: Speech therapy offers comprehensive evaluation and treatment for individuals who have developed speech, swallowing, or cognitive problems following an injury or illness. This type of therapy is often needed following a stroke and a number of chronic diseases.

RESTORATIVE THERAPY is a Loch Haven Department consisting of restorative therapy aides who help our residents maintain their highest level of function. Activities include: ambulation, exercises, and other activities of daily living. The treatment is prescribed and monitored by a licensed therapist. These services are provided at no additional charge. All physical therapy equipment used in our Therapy Room is available and utilized by our Restorative Therapy staff.



Most therapy services are covered by Part A or Part B Medicare. If you are considering a short-term stay after hospitalization, contact us for further information.



The Legacy Neighborhoods

The Legacy Neighborhoods of Loch Haven Senior Living Community are where it all began in 1969. A dedicated group of “forward thinkers” were determined that Loch Haven would become the leader in providing the best care possible to area citizens.

In the Legacy building you will find the residential neighborhoods of Sunset Village, Mountain View, West Brook, and Special Brook. All department head and administration offices are found here as well.

The Legacy Neighborhoods have two dining rooms, a beauty shop, and in each neighborhood an activity room. Although our therapy services are offered throughout our community, the main therapy room is found in the Legacy Building.



We feel strongly that Loch Haven is a new home for those who move here. Our residents are free to decorate their rooms to add a personal touch. Relationships are also encouraged. Very often you will see a resident enjoying a snack or cup of coffee in the Meals and Memories Café with a friend. And there are plenty of sitting areas in each neighborhood for visiting and independent activities.

There have been many additions over the years to the Loch Haven community, but the consistent quality of care and the focus on resident centered care all began in our Legacy Neighborhoods.



“Loch Haven has outstanding help and great cooks! It’s such a wonderful place to call home.”

Resident’s Family

The Apartments

Those who come to live at the Loch Haven Apartments very often discover that there is an abundance of life left to live. And that's exactly what they do each and every day. Residents are given opportunities to explore their interests, socialize, and maintain a lifestyle in which they were accustomed.

The Apartments are located on the south side of the Front Circle Drive and include 26 apartments. There are a variety of floor plans from which to choose. There are studio apartments, one bedroom apartments, and couple apartments. All have private bathrooms.

Our residents enjoy a sitting area for quiet conversation and a large family room for group activities and family gatherings. A newly remodeled dining area is a favorite gathering place as well. There's always something delicious cooking in the kitchen!! And residents are welcome to continue cooking just like they did at home.

Activities are a very important part of life at the Apartments. Independent activities are encouraged as well as large groups. Our residents enjoy arts and crafts, a morning exercise program, an in-house musical group, games, parties, outings, holiday dinners with family, religious services, and much more. And the residents are **always** ready to board the Loch Haven bus to head out for either an afternoon or a whole day!

The qualifications to reside in the Apartments require that a resident be physically and mentally capable of negotiating a path to safety unassisted, and able to care for their most personal needs. Residents must have bowel and bladder control.

The Loch Haven Apartments give residents the personal support and help they need, when they need it. They enjoy a full list of amenities that come with living here. Each resident receives their own unique assistance tailored to their specific needs...all delivered by a loving and caring staff.



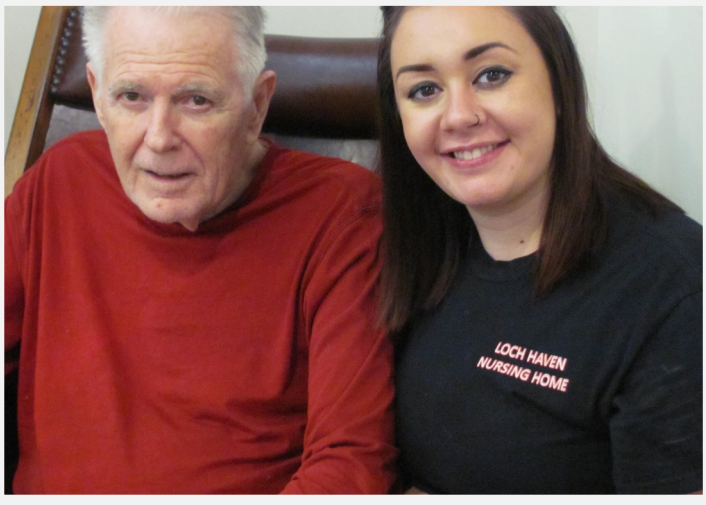




The Cottages







Oak View and Cedar View Cottages opened in the Spring of 2013. The Cottages offer the finest and most innovative care model in Long Term Care. These two small-home residences set on a lovely area just south of our Legacy Neighborhoods.

The Cottages offer the same care level received at a traditional skilled nursing facility only in a very updated version. They honor a growing desire for private accommodations. All bedrooms and bathrooms are private.

The Cottages replicate the heart of "home" as we all know it. An open kitchen and dining area, a large hearth area, a sun porch, and large outdoor porch are just a few of the amenities found in our Cottages. Residents enjoy gathering around the large screen televisions, and appetites are increased as they smell the good aroma of food cooking in the kitchen.

Each cottage is attended 24 hours a day by a team of universal workers called P.A.L.s and licensed nurses. To complete the homelike environment, family members, friends, and staff are welcome to join the community at mealtimes (around the large harvest table) and other activities.

Oak View and Cedar View Cottages come complete with a sense of neighborhood. The beautiful setting, the lovely homes, and the welcoming atmosphere quickly make our residents feel that they are home. The Cottages are person-centered care at its best.

Special Brook

Loch Haven's Special Brook, for those residents with Alzheimer's Disease and dementia, sets the bar in exceptional care for this unique group of residents. Our secure neighborhood has a home-like feel with areas for dining, activities, and relaxation.



We know that memory loss affects every resident differently. It's of major importance for us to get to know the person 'that was' in order to make life comfortable and pleasant for the person they are today. This is achieved through family involvement. We encourage family members to become part of our family in Special Brook! The well being of our residents is at the top of our list.

Sensory activities, keeping mobile through exercise, cooking, and stimulating memories from past are a few of the activities that our residents enjoy daily. It's also important for our residents to get outside in the sunshine (when weather allows) as well. Our backyard and garden is just the place for that! Walking paths through the gardens and above ground boxes, for the residents to help with planting, are one of our favorite places to be in Special Brook.



It is the goal of each of our staff members to give residents and family members a sense of security, well being, and continued self-worth. Loch Haven's Special Brook focuses firmly on the individual and on providing a safe, familiar, yet stimulating environment.



Nursing....the heart of our home



When a person comes to live at Loch Haven Senior Living Community, they can be assured that they are getting the best care possible from a group of nurses that are dedicated to caring for our residents. Geriatric care is a specialty, and we feel we employee people with a "heart" for the elderly.

In order to meet the specific needs of our residents there are three distinct levels of nurses on staff: Registered Nurses, Licensed Practical Nurses, and Certified Nursing Assistants. Loch Haven looks to employee staff members who are competent, highly dependable, and who give compassionate care.

In staying with the "we are family" motto, Loch Haven assists those individuals who want a career in nursing by offering scholarships and training to further their education. Many of our licensed nurses throughout the years began their career right here at Loch Haven as a CNA. We are very proud of the longevity of many of our staff members.

"There's nothing I'd rather do, and no where I'd rather work." Nursing Staff Member

Cottage P.A.L.'s & Nursing Staff



In our Cottages, our residents are attended to 24 hours a day by a team of universal workers called P.A.L.s.and licensed nurses who develop strong bonds with both residents and their families.

P.A.L.'s is an acronym for "person assisting with living". These workers have attended extensive training to become a self-managed work team. They are aided by a clinical support team including social workers, therapists, physicians, activity and dietary professionals and pharmacists.

A unique living style is complimented by a very unique set of workers.

Dining Services



Our appetite changes with the seasons!

Is there anything more important than something good to eat? When you walk into Loch Haven, the first thing you will notice are the wonderful aromas coming from the main dining room, Meal & Memories Café. The updated decor creates a pleasant dining experience for our residents, and all meals are served buffet style which gives our residents many choices. There are extended dining times as well.

Residents can also choose to dine in the West Brook Dining Room. As in the Meals and Memories Cafe, all meals are served buffet style. Residents have many food choices and enjoy dining in this cozy room.

If need be, residents are assisted with their choices by our friendly dining staff and nursing staff. If a resident has chewing or swallowing problems, we offer chopped meat or pureed food made from the same foods that are prepared for regular diets.

The residents who live in our Apartments enjoy gathering in the Dining Room for tasty meals served family style. Its central location is perfect for those wanting to share a cup of coffee with a friend or just have a nice visit.

If you love to gather around one big table to eat meals with the family, then you will love the dining area of the Cottages. A beautiful harvest table is surrounded by both neighbors (residents) and PALS who eat their meals together....just like at home. All meals are prepared in the Cottage, and it is not unusual to see neighbors helping with meal preparation and getting a snack from the refrigerator. Wonderful food and even better companionship makes for an exceptional dining experience.

We get compliment after compliment on our excellent food throughout our community.









Activities



Activities Make our DAY!

It's important to us that our residents stay active and engaged as much as possible each and every day. We make sure that activities are centered on our residents and their interests.

At Loch Haven our residents are offered large and small group activities as well as outings on a regular basis. Staying connected to the community is very important to us because it's important to our residents. For our residents who are unable to participate, one-on-one activities are offered daily. There are plenty of opportunities for independent activities as well.

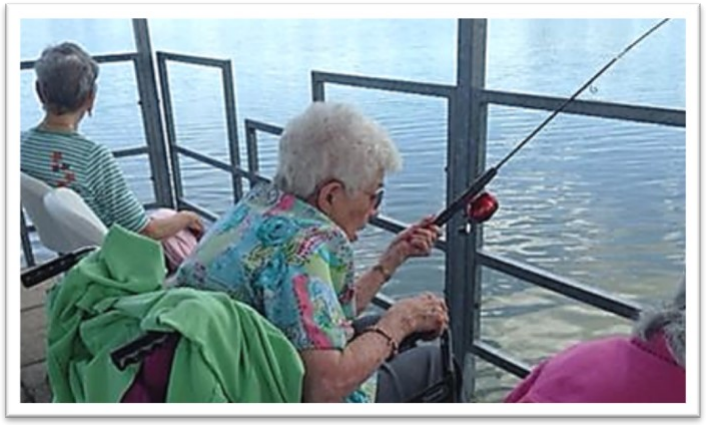
The Activity Department holds a monthly Resident Council meeting for all residents. Resident Council is a forum for residents to voice their ideas and/or concerns.



Another important part of our Activity Department is our Volunteer Program. Whether our volunteers are here daily, weekly, monthly or every now and then, their contributions to our community is invaluable. There are plenty of volunteering opportunities throughout our entire campus. Those who have a unique gift and would like to share it with our residents are welcome to become a Loch Haven Volunteer!

Our staff of Activity Professionals are committed to keeping our residents active. They work together as a team to plan activities and events. It's a win-win situation for everyone!





Physicians List

Upon admission to Loch Haven, it is required for all residents to have a local physician during their stay. Arrangements need to be made prior to admission. The resident or family is responsible for contacting the physician of their choice. Following is a list of local physicians from which to choose.

Dr. Jim McDowell, M.D.
Total Family Care
1201 N. Rutherford
Macon, MO 63552
660-385-8900

Dr. Julie Burdin, M.D.
Total Family Care
1201 N. Rutherford
Macon, MO 63552
660-385-8900

Dr. Jim Deline, M.D.
Macon Medical Clinic
307 McKay St.
Macon, MO 63552
660-385-3141

Dr. Phillip Stitzer, D.O.
1501 Union Avenue Suite C & D
Moberly, MO 65270
660-263-4770
or
Clarence Medical Clinic
103 N. Center St
Clarence, MO 63437
660-699-2124

Dr. Lisa Mayes, D.O.
Total Family Care
1201 N. Rutherford
Macon, MO 63552
660-385-8900

Administrator: Kelsey Hinshaw, NHA
Director of Nursing: Nita Coale, BSN
MDS Coordinators: Lea Apel, RN &
Christy Riekeberg, RN
Social Services: Julie Mason, BSW Director
Medical Director: Dr. James McDowell
House Supervisor: Carol White, LPN
Mountain View/West Brook Coordinator:
Linda Fischer, RN
Special Brook Coordinator: Stacy Wood, LPN
Cottage Coordinator: Patty Hasselbring, LPN
Activity Director: Jeanie Nail
Apartment Manager: Wendy Bouman
Office Manager: Dena Selmon
Insurance: Amy Harre
Front Receptionist: Stephanie Adkins
Dining Services
Diana Hicks, CDM. Manager
Jennifer Stivers, Manager
Registered Dietitian: Sarah Eber
Beautician: Kayla Minor

Board of Directors
President: David Waller
Vice-President: Jace Weber
Secretary: Linda Miller
Treasurer: Margery Waller
Member: Tena Levett
Member: Frost Selmon

Administrator Emeritus: Richard Waller, NHA
DON Emeritus: Barbara Primm, NHA, RN, BSN

Our Neighborhoods

Legacy Neighborhood





The Cottages





The Apartments





Special Brook







Celebrating the seasons

Loch Haven Senior Living Community
Social Service Director: Julie Mason
701 Sunset Hills Dr.
Macon, Missouri 63552
Phone: 660-385-3113
Fax: 660-385-2838
Email: jmason@lochhaven.com
www.lochhaven.com