

# View from the Porch

News from Friends Home in Kennett

Summer 2005



## Linden Hall Rates in Top Five Percent Statewide



***Celebrating on the patio are (back) CNAs Ann Marie May & Kay Carter; Activities Director Kim Dziembowski, Administrator Suzanne Butler; (middle) CNAs Sherry Bowman & Kathy Deel; (front row) Social Service Designee Kim Rowe with RN Joan Przywara flanked by residents Rosanna Stupplebeen & Charlie Wollaston; and below...***

Unannounced annual inspections are routine for Pennsylvania nursing homes. A mid-May visit by two State surveyors found our skilled nursing unit conducting business as usual – earning high marks. The comprehensive two-day review tallied a perfect score, referred to as “zero deficiency” and shared by less than five percent of Pennsylvania nursing homes.

“The level of scrutiny these surveys represent is difficult for most people to understand. Imagine having a group of people come into your home and look at everything – in your dresser drawers, under your bed, in your freezer, searching diligently for what might be wrong,” said David Carter, NHA, Executive Director. “A zero deficiency rating is something our staff works year round to attain.”

The Pennsylvania Department of Health conducts inspections or “surveys,” annually for each of the state’s 734 licensed nursing homes. To guarantee observation of a typical day in each facility, there is no advance notification. Surveyors are particularly interested in the elements that contribute to high quality of nursing care as well as the overall quality of the residents’ daily lives. They observe staff and resident interaction, and offer

opportunities for the residents and their families to comment on the nursing home experience.

“This is a welcome opportunity to work with the Department of Health to ensure that our residents continue to receive the highest possible standard of care” according to Suzanne Butler, RN, NHA, Linden Hall Administrator. “The Department’s professionals make a detailed examination of Linden Hall’s records, physical facility, and most importantly, the care received by our residents.

“The staff takes pride in the high quality of care they provide to each and every resident. Coming through this inspection with no deficiencies indicates that we provide exemplary care to our residents,” said Butler. Linden Hall’s staff comprises a Director of Nursing, Registered and Licensed Practical Nurses, Certified Nursing Assistants, a Social Service Designee, an Activities Director, a Dietician, dietary, and housekeeping staff. Seventy-five percent of the staff record more than five years of service, and fifty percent are beyond the ten-year mark. Butler highly values staff retention, “A solid majority of long-term staff members provides Linden Hall with a stability that the residents and their families know and appreciate.”



***... a celebration on the porch with (back) Activities Director Kim Dziembowski, RN Barb Steele, CNAs Monroe Robinson, Amanda Miller, & Leora Olavarria; (middle) residents Marguerite Sturgis, June Rhoads, & Rosanna Stupplebeen; with dietary staff member Renee Martinez.***

# Teaching a Skill Touching a Life

The idea came to them during Thursday morning manicures: let's teach young women to knit. A group of residents wanted to share their skills & knowledge, and with the support of Patrice Bradour, Activities Director, they did just that. The young women, a group from Chester



County Migrant Education Program, first came to the Home on March 28<sup>th</sup>. Timid at first, they soon settled in and got to know their teachers.

A collaboration of the Home, Penn State

Cooperative Extension – 4-H Youth Development, and Chester County Migrant Education, the program promotes intergenerational interaction and life skills education through learning to knit.

Residents introduced themselves to their students, and asked lots of questions. They chatted about school, family and leisure, paying no attention to differences in their ages and cultures. “This is a lot of fun and it is good to be with the ladies and it’s good to learn and think,” said Maria Bernal, one of the students.

“The residents welcomed Alejandra Ramirez, Dulce Navarete, Luvero Garcia, Beatriz Castano, Maribel Hernandez and Aracely Alvarez,



among others, into their home to share a natural camaraderie: women sharing a traditional craft with a generation of younger



women,” said Laurie Szoke, Penn State 4-H Coordinator. Residents participating included Jane Barth, Edie Cauffman, Pat Devereaux, Virginia Gunn, Eleanor Hawthorne, Dorothy Scott, Stella Smith, and Peg Thomas.

“We’re blending education with outreach to the community. The residents are excited to be teaching the values of self-sufficiency and personal worth through knitting while making new friends,” said Bradour.

The program was organized by Laurie Szoke, Rosario Gonzales, Migrant Education Support Specialist, and Patrice Bradour. Funding was provided by a grant to the Activities Program from the Mushroom Festival.

Look for us at the  
20<sup>th</sup> Annual

## Mushroom Festival

September 10-11, 2005

*For Festival information, go to  
[www.mushroomfestival.org](http://www.mushroomfestival.org)*

## A Generous Response

Many thanks to the 30 donors who made contributions in response to our Spring 2005 newsletter. The Home received more than \$2,600 that will be used to continue our mission of providing quality care for the ageing in a homelike atmosphere at a reasonable cost. **Your contribution makes a difference in the lives of our residents by providing nursing care, activities, and help for those in financial need.**

## Did you know?

*Friends Home welcomes residents  
regardless of religious affiliation,  
race, or ethnic background*

## Changing Demographics Affect the Home's Census

The Friends Home in Kennett, like all assisted living retirement communities, is currently experiencing a significant decrease in admissions. "Between 2000 and 2010 the 75 to 85 year old population will decrease by 21%," commented Executive Director David Carter. "As a result, there are fewer people needing our services. An additional factor is that people now move into assisted living communities later in life when their health declines, and they tend to stay for shorter periods. Today it's not unusual for an assisted living community to have 100% turnover in two years. Right now, we are in the middle of coping with this trend."

As a result of the combination of the demographic trends and the increased turnover of residents, there are now nine vacancies at the Home, and eight more rooms are under renovation. Four of the vacancies are in our one-bedroom apartments; these accommodations can be rented by independent older adults who do not need any assisted living services. "Our apartments are a perfect solution for older people, or couples, who are independent yet wish to have the security of living within a supportive community where care is available should it be needed," noted Carter.

The Home's Board of Directors and staff proactively anticipated this demographic trend and challenge and in 2002 launched an aggressive program of renovations to

update the Home's 150-year-old building making it more appealing to residents and their families. While maintaining the comfortable, relaxed atmosphere for which the Home is known and appreciated, new heating, air conditioning, fire protection and call bell systems were added. Currently renovations are underway to provide private bathrooms for all rooms.

The Home is also initiating a comprehensive marketing and advertising campaign, including weekly advertisements in the *Daily Local News*, and in other publications and websites, and additional outreach activities. **However, more assistance is needed to help us restore our full census during this difficult time.** Please join us by bringing a friend or family member for a complimentary meal in our family-style dining room, giving us feedback on our ads or website, or by making suggestions about what else we can do to share the very special tradition of quality service that is the Friends Home in Kennett. Please contact David Carter, Executive Director, at 610-444-2577 or share your thoughts with any Board Member.



Shown above is the new logo that is being used as part of the Home's marketing efforts.

## Senior Expo '05



Residents Pat Devereaux, Betty Rittenhouse & Stella Smith talk to Expo visitors about the Home. Other residents who participated were David Smith, Lewis Hawk, Pete Bodine and Harry Buffington.

On May 17<sup>th</sup> staff and residents hosted a booth at the Senior Expo at the United Sports Training Center in Downingtown. More than 90 vendors, representing everything from window replacement to financial planning to assisted living, filled the room. The booth was designed to have a "homey" feel, including a chair, table, lamp and lots of pictures from the Home.

## Dedicated Service

Employee longevity is common at the Friends Home in Kennett. More than 36% of staff members have been with the Home for five years or more, and about 20% for more than ten years.

The two employees who have been with the Home the longest are Mary Burton, laundry



Mary Burton & Leona Worth have each worked at the Home for more than 30 years.

worker and Leona Worth, dining room server. Mary started on November 15, 1974 and Leona on August 22, 1975. When asked what has kept them at the Home for so long, both agreed, "I really like my job. I enjoy the work."

**F**riends Home in Kennett  
*Friends Boarding Home of Western Quarterly Meeting*  
147 West State Street  
Kennett Square, PA 19348

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## *Take a vacation on us!*

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Call (610) 444-2577 to reserve your complimentary three-day stay at the Friends Home



### ***Mission Statement***

The Friends Home in Kennett is dedicated to providing quality care for the aging in a homelike atmosphere at a reasonable cost.

We encourage independence and respect the individuality and dignity of all in keeping with the concerns of the Society of Friends.