



# West Hartford

Health & Rehabilitation Center



A Choice you  
will feel *Good* about



# Welcome

West Hartford Health & Rehabilitation Center is a privately owned 160 bed skilled nursing facility located in a residential area within walking distance of West Hartford Center.

We offer treatment for a variety of needs including short-term rehabilitation, long-term care, hospice and respite care. The facility has specialized units devoted to post hospitalization sub-acute care and Alzheimer's/Dementia Care.

Our team of doctors, therapists, nursing and support staff work together to enable residents to achieve and maintain their highest level of function.



*“It’s a pleasure to visit  
our mother here at  
West Hartford Health &*

## PROVIDING COMPREHENSIVE CARE



*W*hat makes us the right choice for so many residents? It is the fact that we offer so much. From rehabilitation to long-term care to special services for residents with Alzheimer’s, we offer a broad range of services to the 160 residents we serve daily.

*Rehab Center.”*

## AND CONVENIENCES



We offer conveniences and amenities that are unmatched, thanks to a location that's just a short walk from all the shops and restaurants of West Hartford Center and Blue Back Square.

Premier on-site amenities include:

- A richly appointed dining room
- Beauty salon and barber services
- Phone & cable service available in all rooms
- Scenic views including a tree-shaded patio
- Resident banking services
- Comfortable lounge areas including a library and fireplace
- Complementary wireless internet

# GREAT SERVICE

**R**esidents of all ages come to us through physician referrals, hospital discharge planners, and many on the recommendation of previous residents or their family members. Our broad range of medical and ancillary services include:

- Short-term rehabilitation (physical, occupational and speech therapy)
- Intravenous infusion therapy
- Alzheimer's/Dementia Care
- Subacute care
- Complex medical management (ostomy, tracheotomy, dialysis, feeding tubes)
- Extensive wound care (Wound Vac)
- Post-stroke neurological recovery program
- Pain management
- Long-term care
- Hospice and respite care



## *Our Dedicated Staff*

It is a rarity in health care these days – staff members who have worked in the same place for many years. The skill and knowledge our staff possesses makes a world of difference for the residents we serve. They know just what to do to help residents rehabilitate and recuperate more quickly. They are amazingly perceptive when it comes to each resident's emotional needs and adept at providing comfort. Because the staff are enthusiastic and happy to be here, they create an environment for residents that is truly pleasant.



## *Making meal time their favorite time*

Our food and nutrition staff employs a “liberalized diet” approach, emphasizing dining that is delicious while ensuring oversight of dietary considerations for residents with diabetes and other health concerns. Brightly colored ceramic place settings are used at all meals to provide visual stimulation and contrast with table linens.



*“It’s a pleasure to visit our  
mother here at West  
Hartford Health & Rehab.”*



*Keeping family members involved  
update them on their loved one's  
that details upcoming Family .*

## STAYING HEA

We encourage all residents to engage in activities that will stimulate their minds, provide entertainment, augment healing processes and increase their general well being. We have a Therapeutic Recreation Department that creates innovative and carefully customized programs to foster greater independence and self-fulfillment for each resident. Some of the many resident activities include:

- Arts & crafts
- Entertainers and social gatherings
- Trips to museums, sporting events, shopping and restaurants
- Religious services
- Cooking
- Pet therapy
- Intergenerational activities
- Hospitality cart



*is a high priority. We welcome their suggestions, constantly progress, and keep them informed with an activities newsletter. Nights, dances, tea parties, fairs, trips and other events.*

## HEALTHY, ACTIVE AND MOBILE

### *Rehabilitation Services*

The rehabilitation program is founded on the philosophy that excellent quality rehabilitation can and should be delivered in a sub-acute setting. We deliver a comprehensive, interdisciplinary program with a focus on timely response and early initiation of the rehabilitation program to optimize residents' recovery. Physical, occupational and speech therapy are available seven days a week. Two therapy gyms are available with state of the art equipment including: Electrical Stimulation, Short Wave Diathermy, Ultrasound and an Omnicycle. We also offer extensive occupational training in our newly remodeled kitchen that reflects what most patients may have in their own homes.

The therapy staff works closely with both the medical and nursing teams to ensure the patient reaches their optimal level of functioning. Our long-term residents also receive an evaluation of their needs annually, and as needed. Our goal is to assist the residents to reach the highest practical level of functioning, and maintain this level long-term.



# Long Term Care

While choosing a long-term care facility for a loved one is never easy, you have the assurance of knowing that they will have access to comprehensive services, an extremely caring and experienced staff; and to a varied choice of recreational programs that will help them to create new friends and experiences.



## CARE AND SERVICES

# Short Term Care

Patients who receive hospital care for an illness, surgery or trauma may be referred to our facility by the hospital, a physician or a family member. In addition to our physical, occupational and speech therapy, we provide rehabilitative and nursing services for orthopedic, cardio-respiratory, and post-stroke patients. Our skilled nursing team also provides wound care and intravenous therapy. In conjunction with area hospitals, we provide a continuum of care for our patients. Our Admissions Director will work in tandem with all parties, including insurance companies, to evaluate the patient's needs, determine discharge dates (from both the hospital and our facility), and ensure a smooth transfer to and from our facility. We're happy to serve all of our patients. We are happy to serve all of our patients; and even happier when we can help them return to independent living...and of course, so are they!



## DESIGNED FOR YOU

### *Discharge Planning and Social Services*

When patients complete their short-term rehabilitation, our Social workers coordinate the services they will need following discharge. These services may include: visiting nurses, home health aides, meals on wheels, and physical and/or occupational therapy. In addition, they will arrange for any equipment needed by the patient. Our professional Social Services Department plays an important role in helping residents adjust and thrive in our community. In addition, you can count on our staff to serve as advocates for residents and families. You can also turn to us for information on topics such as heart disease, diabetes, cancer, Alzheimer's and other medical educational materials.



*“We are dedicated to positively impacting the quality of life for each resident we serve.”*

West Hartford Health & Rehabilitation Center provides a secure, self-contained 30-bed unit that has been therapeutically designed to meet the needs of residents with Alzheimer’s or other forms of dementia. The special care unit promotes resident independence while providing comfort and safety. This enhances the resident’s awareness and orientation and enables us to accommodate different levels of functionality. Our goal is to maximize the functional potential of each resident by fostering an environment that allows them to maintain their dignity and self-determination.



## ALZHEIMER'S

*The right environment to reduce resident stress*

There is no question that people with dementia need special care. In addition, to help them function better, they also need a specially designed environment. Our dementia unit was created to provide the right amount of sensory stimulation while promoting a feeling of calmness and relaxation in patients. Some of the unit’s special features include:

- Brighter lighting, to eliminate shadows
- Special slip-resistant flooring, which eliminates glare and minimizes the potential for falls
- Handrails, to promote mobility and independence

### *Medical expertise and support*

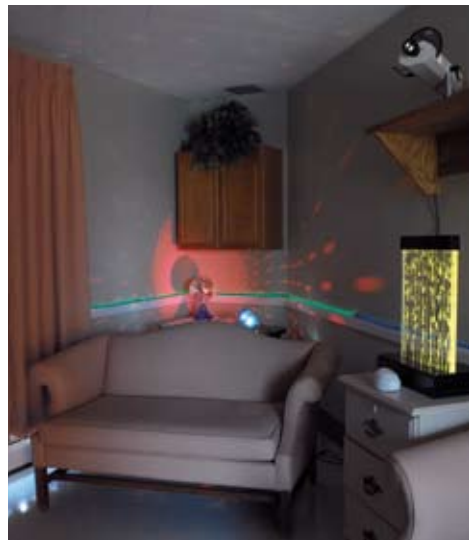
Geriatric specialists, including our associate medical director, psychiatrists, and other geriatric clinicians regularly visit the unit. Because dementia can affect a person's behaviors, activity and behavior therapy are important aspects of the program. Attention is also provided to the resident's loved ones, since dementia can be particularly difficult to deal with emotionally. West Hartford Health & Rehabilitation Center offers support groups, educational seminars and other resources to help families cope.

### *Care providers are qualified by the Alzheimer's Foundation of America and certified by the Alzheimer's Association*

To strengthen their knowledge and skills, all of the staff members who work in our unit complete an extensive training course endorsed by the Dementia Care Professionals of America (DCPA), a branch of the Alzheimer's Foundation of America. This training ensures that each staff member has a proven level of knowledge and skill in the provision of care to patients with dementia. In addition, staff members employ a "Snoezelen Approach" to care. This safe, non-threatening form of dementia therapy gently stimulates the primary senses and does not require an intellectual response from the patient. This ensures freedom from failure, improving the therapeutic relationship since the activities enable caregivers to build patient trust and communication.

## S E R V I C E S

- Contrasting colors to help residents distinguish between walls and doors, plates and tablecloths, etc.
- Pictorial signage, combined with large print descriptors to help with way finding and orientation
- Noise reduction measures including acoustical ceiling tiles and sound-absorbing design materials to minimize over-stimulation and distraction
- Appropriate seating, enabling residents to sit down and stand up more easily and avoid falls
- Unit-wide security system, including motion detectors if appropriate, to enhance patient safety and security





## *Insurance Coverage*

West Hartford Health & Rehabilitation Center is Medicare and Medicaid certified, and contracts with many insurance providers. We coordinate direct billing with most major insurance companies. Our Admissions Director will be happy to guide you through the necessary procedures to ensure coverage.



*We invite you to come and meet our skilled team of health care professionals, tour our facility and talk about what's best for you or your loved one.*







West Hartford Health & Rehabilitation Center does not discriminate on the basis of race, sex, color, creed, religion, national origin, handicap, or age in admission, or access or treatment, or employment in its programs or activities.

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