

SUPERIOR CARE HOME

AN ORGANIZATION STANDS BY ITS NAME DURING A GLOBAL HEALTH CRISIS

{ BY ALLISON HARPOLE }

NURSING AND ASSISTED LIVING HOMES

have become the most vulnerable for widespread infection of the coronavirus during the pandemic. In a time that is filled with so much uncertainty, Superior Care Home has stayed true to its name and is committed to the health and safety of all of its residents.

When business closures took place in March, Superior Care Home was already enforcing strict guidelines for visitors. These guidelines included taking the temperature of any visitor and asking each visitor a series of questions at the door to ensure they were not at high risk for the coronavirus. As other businesses closed mid-March, Superior Care Home took the next step for the health and safety of its residents. Visitors, with the exception of loved ones visiting hospice patients, were restricted from visiting. Superior Care Home is still requiring anyone who enters the building to use a designated entrance, have their temperature taken at the door, answer a series of questions to ensure they are not at high risk for the virus, and wear the appropriate PPE when visiting a resident.



There are conversations coming from Kentucky's government about reopening nursing and assisted living communities across the state in the coming weeks. But until then, the staff of Superior Care Home is committed to maintaining strict visiting policies to help keep their residents healthy and safe.

"Everything we have done has been to reduce risk. We have tried to look at every avenue that may contract a contamination or be a risk to our residents," says Jennifer Myers, Administrator for Superior Care Home.

All staff members of Superior Care Home are screened at the beginning and halfway through their shift. Additionally, all staff members wear masks in all areas around patients and only use one entrance to enter the building. Package deliveries are also under strict guidelines. No staff members can touch a package upon arrival, and the packages must be left in a designated place.

It has been a team effort to keep everyone safe at Superior Care Home. Dr. Danny Butler is the Medical Director for Superior Care Home and has been an integral part in monitoring and tending to





residents. Superior Care Home provides short-term, long-term, and memory care for residents and has new residents admitted on a regular basis. The staff is going above and beyond to help keep its residents safe.

“I feel that my staff has done a really great job throughout all of this to help keep everyone safe and healthy,” says Jennifer.

Superior Care Home hosted global testing for 182 people within the home on May 21st. All residents and staff members were tested for the coronavirus by Norton Hospital and, thankfully, all resident tests were reported negative for the coronavirus. In the case that a resident should contract the virus, Superior Care is prepared. The home has a unit dedicated for a potential COVID-19 patient ready for use at a moment’s notice.

“The outcome of the testing was really good. I was very encouraged. All of the residents were symptom-free and tested negative for COVID-19. I believe that’s a testament to how well we have done to keep everyone safe and well throughout the pandemic,” says Jennifer.

With such strict guidelines to help keep staff and residents safe during this time, residents are adjusting to a new routine as they are unable to have visitations from family or friends. Knowing this would be difficult for the residents, Superior Care Home has gone above and beyond to help keep residents connected to their loved ones.

Twice each week, Jennifer emails the contacts for all of its residents

to help maintain good communication and provide updates. All of the contacts were aware of the global testing and the policy that would be enforced if a resident should contract the COVID-19 virus.

Even through residents cannot have in-person visitations, staff members have worked hard to create a way for residents to still interact and communicate with family and friends. The Resident Life staff coordinates video chats for residents and their loved ones to ensure each is getting the communication needed to keep their mental health in check.

“We see every resident every day, and every day is different for each resident,” says Dee Metcalf, Resident Life Coordinator and professionally designated Certified Dementia Practitioner.

Communal activities, such as entertainment and dining, have also been restricted for residents to help reduce the chances of the coronavirus entering and spreading. To help residents get through a time that can feel isolating, staff members have developed creative ways to interact with residents and promote group doorway activities while maintaining a safe distance between everyone.

Residents are encouraged to take part in fun activities throughout the day to keep them in good spirits. They write cards to volunteers and loved ones and do special arts and crafts activities. They also take part in exercise sessions, which are hosted in the hallway where each resident can participate



Amy Anderson & Family



Joni Culp & Bunny
Photo credit: Justine Klope Photography



Ms. Walker in the Lowertown Garden

from the doorway of their room. This helps each resident maintain a safe distance while interacting with one another to get their daily exercise. In addition, residents play games, such as a fun hula-hoop game in which they toss weighted darts to see who can win the most points. The residents enjoy a little friendly competition, and each competitor wins a participation prize. Trivia and Bible studies are also hosted by the Resident Life team in the hallway so each resident can enjoy the communal activity from the doorway of their room to interact with one another while staying six feet apart.

During a particular arts and craft activity, several of the residents made posters about what they were doing during the pandemic. One resident in particular made the staff members laugh as she joked about eating all of the snacks in the building during her quarantine.

“We have made things a lot more personalized for each resident to ensure that every day, they are given the compassion they need during this time. It’s a person-centered approach to care,” says Dee.

For Easter, Joni Culp, Memory Care Clinical Coordinator and Dee Metcalf created a plan to entertain and bring a smile to the faces of each resident. Joni dressed up her daughter’s (Justine Klope) pet rabbit in a tutu and pretended the pet was the Easter Bunny visiting the windows of each resident, cheering them up on a day that was difficult for most to be away from family members. Residents were presented

with posters and were given Easter eggs with positive and uplifting quotes to celebrate the holiday.

“It was hard to restrict residents from visitors and their communal activities, but at the end of the day, we knew we were helping to keep our residents healthy,” says Jennifer.

The community has joined together to support the staff and residents of Superior Care Home during a challenging time. Ashland Chemical and Heaven Hill Distillery donated hand sanitizer to the community; St. Mary Elementary, Community Christian Academy and McCracken County High School sent handmade cards to the residents; Alissa Stigall donated music CDs for residents to enjoy in their rooms; Twelve Oaks Baptist Church donated spiritual ministry videos for residents to watch; and the residents were able to watch and enjoy two “Feel the Love” car parades from members of Central Church of Christ and Cara Sims, Beth Haas, Tara Bowling, Missy O’Neill and Amy Anderson and their families.

“We appreciate the community supporting us and continuing to think of us during this time. We ask for prayers for our residents and for the health of our entire community. We ask people to continue to do your due diligence to help keep everyone safe. By keeping our community safe, we, in return, help keep our residents safe,” says Darla Sims, Marketing Coordinator for Superior Care Home.



Central Church of Christ Parade



Mrs. Norton in the Midtown Garden



Ms. Peters
Photo credit: Justine Klope Photography