Our Mission: To improve the quality of life for the 100,000+ individuals who receive long-term care services in both residential and community settings throughout North Carolina. We accomplish our mission by helping consumers and their families become educated and effective self-advocates.

Our Work:
• Helping you navigate the long-term care system
• Offering seminars and workshops to consumers, providers, and advocates
• Raising public awareness about long-term care issues
• Answering questions on our Consumer Warm-line at 919-782-1530
• Advocating for improved long-term care policies

Please Help Us: Your tax-deductible contribution gives us a more influential role as an advocate to promote positive change, a more powerful voice in the NC legislature, and more opportunities to offer educational materials and outreach programs statewide. We need your help to improve long-term care in North Carolina! You can donate online at www.forltc.org or send a check to 6300 Creedmoor Rd., Suite 170 #326, Raleigh, NC 27612.

www.forltc.org
friends@forltc.org
919-782-1530
6300 Creedmoor Rd., Suite 170 #326, Raleigh, NC 27612

Confused about long-term care?
Want help navigating the system?
Not sure about your rights?

We are here to help!

Our independent, non-profit organization is dedicated to improving the quality of long-term care in North Carolina. We provide free advocacy and education to help consumers and their families obtain the best possible care.

www.forltc.org
Tips for Choosing Long-Term Care

Visit the center or home! Visit unannounced several times, including evenings and weekends. The facility should look and smell clean. Observe activities, speak to current residents, and ask to taste the food.

What are their ratings? Star ratings of facilities are based on federal and state inspections. Ratings can provide useful information but should not replace evaluating the facility yourself to see how it meets your individual needs.


How will they honor your requests? Ask the provider how they will accommodate your preferences and choices. Ask who determines when you need a higher level of care - you or the facility.

Will they obtain your informed consent? How will they obtain your consent before administering psychoactive drugs, such as sedatives or anti-psychotics? Will the provider obtain consent from your legal guardian or power of attorney if you lack capacity to give consent?

Do they have good references? They should be willing to provide at least three references from residents or family members.

What services are provided? Ask for a list of exactly which services are included. Also ask for the cost of other add-on services that are not included in the base rate. Do the best you can to “drill down” and get details.

What are the staffing levels? Ask what the staff-to-resident ratio is for daytime and nighttime. The fewer residents that each staff member has to care for, the better! Ask if the same aide will be assigned to you each time. Consistent assignments have been shown to result in better care.

What’s in the fine print? Ask for a copy of the contract and read it before you sign. The contract is often the only way to really know what is provided and how much it costs.