

## OVERVIEW OF SERVICES

As the population of older adults continues to increase, so does the need for superior behavioral health services tailored to this age group's unique needs. Arbour SeniorCare provides comprehensive mobile behavioral health services to residents of skilled nursing facilities and other extended care residences. Arbour SeniorCare is currently the largest provider of behavioral management services to the geriatric population and extended care facilities in Massachusetts, serving more than 180 nursing homes, rest homes and assisted living facilities.

With Arbour SeniorCare's timely involvement, residents are able to make a better adjustment to the extended care environment. Through Arbour SeniorCare's sponsored training programs, staff can improve their skills in managing residents' behavioral health needs. The result is simple but far-reaching: enhanced quality of life for residents and greater peace of mind for their families.

Arbour SeniorCare's involvement in a facility is a smooth, carefully designed process aimed at ensuring a collaborative and collegial relationship with facility staff. It is part of our philosophy to build upon the strengths of key personnel and to share our expertise with them in ways that empower them and enhance the culture of the facility.

## CONTINUUM OF CARE

One of the cornerstones of Arbour SeniorCare is the ability to customize programs to meet each facility's unique needs. This ensures that residents have access to the full continuum of treatment programs with appropriate clinical staff. Arbour SeniorCare gives facilities the opportunity to work with a single system to manage all the behavioral health needs of their residents.

## FOR MORE INFORMATION

**For more information about Arbour SeniorCare's services, please call the Program Director at (781) 871-6550 or (800) 535-5526.**

*Arbour SeniorCare is a division of Arbour Health System, the largest private behavioral health system in Massachusetts. Arbour Health System consists of Arbour Hospital, Boston; Arbour-Fuller Hospital, South Attleboro; Arbour-HRI Hospital, Brookline; Pembroke Hospital; Westwood Lodge; Lowell Treatment Center; The Boston Center; Arbour Counseling Services, with eleven locations throughout eastern Massachusetts; and Arbour SeniorCare.*

## ABOUT THE COVER

In all its beauty, the arbour is a symbol of comfort and hope, safety and shelter.



## ARBOUR SENIORCARE

PROVIDING COMPREHENSIVE  
BEHAVIORAL HEALTH SERVICES TO  
RESIDENTS OF EXTENDED CARE FACILITIES



ARBOUR  
SENIORCARE

*A Division Of Arbour Health System*

384 Washington Street • Norwell, MA 02061  
(781) 871-6550 or (800) 535-5526

**Easy Access to Quality Mental Health Services**

[www.arbourhealth.com](http://www.arbourhealth.com)



## PROGRAM OBJECTIVES

Arbour SeniorCare selects clinicians to best meet the needs of facility residents and staff. These clinicians become a key part of the patient care team. Arbour SeniorCare brings a multidisciplinary team of geriatric specialists to the extended care facility. By integrating psychiatric and medical treatment, the program provides a comprehensive approach to patient care.

Program objectives include:

- Promptly perform a comprehensive evaluation of the resident by assessing mental and physical status, social support system, nutritional status, recreational interest and fitness levels, and general health.
- Establish an accurate diagnostic assessment and develop a comprehensive list of problems, strengths, and weaknesses.
- Determine the appropriate level of care for the resident relative to physical, emotional, and cognitive abilities.
- Develop and implement a comprehensive, integrated treatment plan with resident, family and staff input as appropriate.
- Develop effective coping strategies in order to reduce recurrence of the resident's disorder and to reduce recidivism.
- Maintain or improve resident's cognitive skills with emphasis on utilizing them in daily living.
- Provide resident with individual and family counseling.
- Improve resident's self-esteem and sense of achievement.
- Provide aftercare planning to facilitate transition to the least restrictive and safest environment.
- Enhance quality of life for residents and increase satisfaction of family members.
- Provide periodic, systematic reviews of the program's performance by working with the resident, family, and staff.

## CLINICAL SERVICES

To provide diagnostic and mental health services, Arbour SeniorCare utilizes an integrated multidisciplinary approach. Our team is composed of Geriatric Psychiatrists, Advanced Practice Nurses including Nurse Practitioners and Clinical Nurse Specialists, Licensed Psychologists, Master's Level Social Workers, and a Neurobehavioral Specialist. A Regional Manager oversees the relationship with the extended care facility's staff. This professional is responsible for the development and clinical direction of services as well as ensuring the absolute best customer service and care available. Consultations typically take place during the daytime hours, Monday through Friday, to assure appropriate communication between Arbour SeniorCare and facility staff.

Specific clinical services provided include:

- Diagnostic Services – Comprehensive Diagnostic Assessment and Neuropsychological Testing
- Individual, Group, and Family Psychotherapy
- Psychopharmacological Evaluation
- Behavioral Management Planning and Case Consultation
- AIMS Testing
- Competency Evaluations
- Neurological Evaluations
- Telephone access available 24 hours a day, 7 days a week to respond to emergency calls
- Facility staff support including education and training

Arbour SeniorCare believes success results from ongoing communications with key personnel. The program is designed so that Arbour SeniorCare psychiatrists and clinicians meet regularly with facility staff to assure smooth delivery of services.

## OTHER SERVICES THAT ENHANCE OUR CARE

### ON-SITE STAFF EDUCATION AND TRAINING

Arbour SeniorCare provides in-service training to facility staff and can assist in the development of needed educational programs. These and other special programs can be provided on-site to nursing home staff. Arbour SeniorCare's mental health team provides staff with both formal and informal training in such areas as:

- Behavioral management strategies
- The nature of mental illness
- Family intervention techniques
- Stress management
- Appropriate use of medications
- Dementia

### PERFORMANCE IMPROVEMENT ACTIVITIES

Arbour SeniorCare is committed to providing exceptional care as well as providing extended care facilities with the highest level of service. We will continuously evaluate our performance through quality improvement activities.

Arbour SeniorCare also recognizes that with increasing regulatory and competitive pressures, extended care facilities are challenged with providing high quality care at a reasonable cost.

### OBRA AND DPH COMPLIANCE

Arbour SeniorCare staff members have a thorough knowledge of OBRA regulations and will work with facilities to ensure compliance.