



# Resident Care Roles: Resident Support Services



Nursing home leadership and staff work together with residents, families, and other advocates to ensure the physical, mental, and social needs of all residents are met.

Quality care and preserving and promoting resident rights requires an open, supportive environment. Understanding key general service positions and how you can work together is key!

## Resident Support Services

- **Social Worker:** Licensed to provide psychosocial needs of residents; organizes meetings with residents & families to discuss medical needs & progress of the resident. May help organize the facility's family council.
- **Ombudsman:** Certified, independent resident advocate (not employed by the facility); works to achieve resolution to complaints and concerns.
- **Activities Director:** Directs activities for residents that meet their interests and abilities. May help organize the facility's resident council.

### Residents and Families: Key to Quality Care

- As a nursing home is a resident's home, residents, families, and other advocates can actively work with staff to make it a safe and comfortable environment:
  - Join or start a resident or family council. Facilities are required to assist and promote these councils.
  - Take part in the Quality Assurance and Process Improvement Program (QAPI). Facilities are required to have a QAPI program; residents, families, and other advocates are encouraged to find out how the QAPI improves care quality.

*Residents have a right to quality care which cannot exist without preventing and controlling infections. When infections are not prevented and controlled, resident rights are impacted*



Want to know more? Contact your nursing home advocate or send an email to [ICARE@unthsc.edu](mailto:ICARE@unthsc.edu)