CONSUMER INFORMATION GUIDE TO SKILLED NURSING FACILITIES

The Alameda County Long Term Care Ombudsman Program is provided by Older American Act funds through the Alameda County Area Agency on Aging. This list is made available to you as part of the Ombudsman community education program. For further information, to discuss a problem or complaint, or for information on citations received from the Department of Health Services Licensing and Certification, please call 510.638.6878. Our services are free and will be handled confidentially. The Ombudsman Program is a community resource which advocates for elders in long term care facilities.

This list contains information concerning the licensed skilled nursing and intermediate care facilities in Alameda County. Skilled nursing facilities (SNF) and intermediate Care facilities (ICF) are sometimes called nursing homes, rest homes, convalescent hospitals/homes, health care centers or sanitariums.

In order to begin selecting a facility, you first need to consider what level of care the resident requires and how you are going to pay for this care. To help you determine what level of care is required you can contact your physician or a social worker/discharge planner if the prospective resident is now hospitalized. All persons interesting in entering a facility must have a physician’s written statement stating they require this level of care.

DEFINITIONS OF LEVEL OF CARE AND THEIR ABBREVIATIONS

SKILLED NURSING FACILITIES (SNF) are licensed to provide twenty-four hour nursing care. Skilled nursing facilities are required to provide Medi-Cal, rehabilitative and personal care.

SKILLED NURSING FACILITIES-DISTINCT PART (SNF-DP) are skilled nursing facilities, which are a distinct part of an acute care hospital. In general, persons are admitted to these units from the acute care units of hospitals.

SKILLED NURSING FACILITIES-SPECIAL TREATMENT PROGRAM (SNF-STP) are skilled nursing facilities with a special treatment program such as providing treatment to the mentally ill.

INTERMEDIATE CARE FACILITIES (ICF) are very similar to skilled nursing facilities but their license only requires them to provide eight hours of licensed nursing care each day. They must offer Medi-Cal, intermittent nursing, dietary, pharmacy and activity services.

Note that a facility needs to be certified for either/both Medicare/Medi-Cal if the prospective resident plans to use these programs to pay for care immediately or in the future.

This list includes:
- Name, address and phone number of facility.
- Number of licensed beds.
- Medi-Cal certification.
- Name of Licensee.

We make every effort to keep our information current. However, changes are made without our knowledge, so please be sure to call the facility for the most up-to-date information.

The following are some very simple guidelines, which may be followed as you go about choosing a facility. In addition, a checklist is included to assist you in your selection.

- Know the level of care you need. Skilled nursing homes provide 24 hours of skilled care while residential care facilities for the elderly provide supervision and assistance with personal care, such as bathing and dressing. The level of care is determined by the physician.
- Will the nursing home or the residential care home be a permanent placement or used for a short time stay only?
• Understand your financial situation and your ability (or the resident’s ability) to pay for care. Will you be paying for care through private pay, Medicare, private insurance policy or Medi-Cal?

• List the Medi-Cal needs of the resident.

• List the personal needs of the resident: large facility or small home-like facility, religious and social activities needed.

• List the positive attributes of the resident so that you may provide the administrator with a complete profile of the resident.

• Visit several facilities at different times of the day and let your instincts guide you. Could you live there? Use our checklist.

**ADMISSION AGREEMENTS**

Both skilled nursing and intermediate care facilities are required to make a copy of their admission agreement readily available to any potential resident and/or their family member.

Upon admission, each facility should make a reasonable effort to communicate the entire content of the contract (the admission agreement) to the resident and/or their family member and obtain the signature of the person being admitted. In case the resident is unable to sign the contract, the reason should be documented in the Medi-Cal record by the admitting physician.

The practice of requiring a responsible party is no longer allowed under federal law, whether you are a private-pay resident or already on Medi-Cal when you enter. It is illegal for any facility that participates in Medi-Cal or Medicare to require a resident to have a personally liable responsible party. Federal law (OBRA) prohibits nursing homes from requiring a third party to guarantee payment as a condition of admission or continued stay.

An agent is the person who manages, uses or controls the resident’s funds or assets. The facility may require a resident’s authorized representative or agent to agree to apply the resident’s money to the nursing home charges.

The facility may ask for a security deposit only from private pay residents. The security deposit shall be returned to the resident if and when he/she converts to Medi-Cal.

**NO FACILITY MAY REQUIRE A PROSPECTIVE RESIDENT OR HIS/HER FAMILY TO PAY PRIVATELY FOR ANY SPECIFIC PERIOD OF TIME BEFORE CONVERTING TO MEDI-CAL.**

The contract must inform residents at admission and throughout their stay of the services and supplies included in the basic rate. The contract must also inform residents of optional services and the charges for those services.

A facility cannot claim that they are not responsible when the resident has suffered a loss or an injury due to the facility’s negligence (failure to use adequate care). NOTE: Facilities are not responsible for clothing and valuable items that are not listed on the inventory list. The inventory list must be constantly updated as items are brought into or removed from the facility.

Each resident has rights stated under the Federal and California Nursing Home Regulations. A list of these rights must accompany the admission agreement. Familiarize yourself with Resident Rights. They are the lifeline of the resident

**READ AND RE-READ THE ADMISSION AGREEMENT TO AVOID FUTURE PROBLEMS. BE SURE ALL YOUR QUESTIONS ARE ANSWERED.**
ROLE OF THE OMBUDSMAN IN LONG TERM CARE FACILITIES

The Ombudsman’s chief role is to ensure that residents of long term care facilities are receiving the services to which they are entitled, including quality care. All services are free and confidential.

DIRECT SERVICES FOR RESIDENTS
- Receive and resolve complaints, misunderstandings and grievances.
- Monitor conditions of care.
- Solve problems with meals, finances, abuse, medications, lack of activities, community resources, placements, theft of personal belongings, lack of quality care, residents’ rights, consideration and treatment with dignity.
- Witness Advance Health Care Directives.

DIRECT SERVICES FOR FAMILIES AND FRIENDS
- Receive and resolve complaints.
- Monitor conditions to insure quality care.

CHECKLIST FOR EVALUATING SKILLED NURSING FACILITIES

PHYSICAL PLANT AND GENERAL ATMOSPHERE
- Is the facility clean and relatively free of odors?
- Is there an effort to make the facility and residents’ rooms comfortable and homelike?
- Is there a noticeable attitude of caring expressed toward the residents by the staff?

QUALITY OF CARE
- Does the physical condition of the residents reflect good hygiene and adequate basic care? (Note hair, teeth, fingernails, face, and skin.)
- Are call bells responded to promptly?
- Are the residents made comfortable in wheelchairs: (Note whether patients’ back and/or buttocks are exposed and are in contact with the plastic on the back of the wheelchair; note whether cushioning is needed?)
- Do the residents who do not receive physical therapy have the opportunity for daily exercise and for walking WITH assistance?

PATIENTS’ RIGHTS
- Is privacy assured when patients receive care?
- Are patients treated with dignity and respect?
- Are call bells placed within patients’ reach?

DIETARY
- Are the meals appetizing?
- Is the quantity sufficient?
- Are fresh fruits and vegetables used in season?
- Are the patients brought together to dine (as opposed to eating alone in rooms or in halls)?

ACTIVITY PROGRAM
- Are there a variety of activities and do they seem to meet patients’ needs?
- Is there an effort to include as many patients as possible in activities, which are meaningful to them?

OTHER
- Is the mandatory Ombudsman poster displayed where residents and visitors can easily read it?
- Is linen (sheets, blankets, patient gowns, etc.) in good condition?
- How is the Personal Needs Allowance made available to patients?
- Are administrative personnel available to discuss and resolve concern/problems/complaints?
THEFT AND LOSS

The loss of personal property is a prevalent problem for the residents and relatives of persons in long term care facilities. Taking precautions to prevent loss or theft of personal property is a shared obligation of the resident, the resident's family, the administration of the facility, the facility staff and the Ombudsman program. Following are some suggestions for the security and the retention of personal property while in long term care.

- In selecting a facility, you may review the facility’s records for a history of theft and loss. Each facility is required to have a theft and loss policy readily available.
- It is best to mark or tag your items before admission. Marking clothing with sewn in tags is preferred or use indelible ink to withstand frequent washings. Be careful when marking clothing to be sure that the resident's name does not show through when the item is being worn. This will help protect the dignity of the individual.
- Retaining and the having the use of personal possessions is most helpful in making the transition to long term care placement. However, it is best to limit the number of personal belongings that are kept at the facility.
- At the time of admission to a facility, an inventory will be prepared and copy given to the resident or responsible party. This inventory should be updated at least twice a year. Any time new items are brought into or taken out of the facility, they should be added to or deleted from the inventory list. Personal items that are frequently taken in and out of the facility (for example, laundry and clothing) do not need to be removed from the inventory list each time. The facility can assist you with hard to mark items such as eyeglasses, dentures and prosthetic devices. For items with great value, a detailed description should be included and it is advised that these items be formally appraised. NOTE: The facility is only responsible for those items on the inventory list and when reasonable efforts have not been made to safeguard resident property.
- The facility must maintain a protected area for safekeeping of residents’ personal belongings. The facility must provide a lock for a resident’s bedside drawer or cabinet, if requested. This is at the expense of the resident.
- Report any missing items to the facility staff immediately. If you are not satisfied with the response or results of the facility’s investigation, please contact the Ombudsman office to assist you.

Facility staff, residents and their families should all take responsibility for protection of personal property of long term care residents. Be observant and report any unusual activity to the facility administrator. Feel free to call the Ombudsman office if you have any questions or problems regarding theft and loss.
ALAMEDA COUNTY LICENSED SKILLED NURSING FACILITIES

ALAMEDA

Alameda Hospital - SNF/DP
2070 Clinton Avenue
Alameda, CA 94501
510.522.3700
Capacity: 35
Medi-Cal: YES
Locked: NO
Affiliation: Alameda Health System (May 1, 2014)

Alameda Health Care & Wellness Center
430 Willow Street
Alameda, CA 94501
510.523.8857
Capacity: 166
Medi-Cal: YES
Locked: NO
Affiliation: Core Health Care

Bayview Rehabilitation Hospital
516 Willow Street
Alameda, CA 94501
510.521.5600
Capacity: 170
Medi-Cal: YES
Locked: NO
Affiliation: Meridian Management Services

Crown Bay Nursing & Rehabilitation Center
508 Westline Drive
Alameda, CA 94501
510.521.5765
Capacity: 135
Medi-Cal: YES
Locked: NO
Affiliation: GNR Alameda Healthcare Services

Marina Garden Nursing Center
3201 Fernside Boulevard
Alameda, CA 94502
510.523.2363
Capacity: 32
Medi-Cal: YES
Locked: NO
Affiliation: Marina Garden Nursing Center, Inc.

South Shore Convalescent
625 Willow Street
Alameda, CA 94502
510.522.3772
Capacity: 26
Medi-Cal: YES
Locked: NO
Affiliation: Alameda Health System (May 1, 2014)

Water’s Edge
2401 Blanding Avenue
Alameda, CA 94501
510.523.1084
Capacity: 120
Medi-Cal: YES
Locked: NO
Affiliation: Alameda Health System (May 1, 2014)

BERKELEY

Ashby Care Center
2270 Ashby Avenue
Berkeley, CA 94705
510.841.9494
Capacity: 31
Medi-Cal: YES
Locked: NO
Affiliation: MMS Quality Nursing Service, Inc.

Berkeley Pines Care Center
2223 Ashby Avenue
Berkeley, CA 94705
510.649.6670
Capacity: 36
Medi-Cal: YES
Locked: NO

Chaparral House - ICF
1309 Allston Way
Berkeley, CA 94502
510.848.8774
Capacity: 49
Medi-Cal: YES
Locked: NO
Affiliation: Chaparral Foundation
BERKELEY cont.

Elmwood Nursing & Rehabilitation
2829 Shattuck Avenue
Berkeley, CA 94705
510.665.2800
Capacity: 77
Medi-Cal: YES
Locked: NO
Affiliation: Berkeley, LTC Co.

Kyakameena Care Center
2131 Carleton Street
Berkeley, CA 94704
510.843.2131
Capacity: 60
Medi-Cal: YES
Locked: NO
Affiliation: Sanhyd, Inc.

CASTRO VALLEY

Baywood Court
21966 Dolores Street
Castro Valley, CA 94546
510.733.2102
Capacity: 56
Medi-Cal: YES
Locked: NO
Affiliation: Baywood Court

Castro Valley Healthcare & Rehabilitation Center
20259 Lake Chabot Road
Castro Valley, CA 94546
510.351.3700
Capacity: 91
Medi-Cal: YES
Locked: NO
Affiliation: Lifehouse Castro Valley, LLC

Redwood Convalescent
22103 Redwood Road
Castro Valley, CA 94546
510.537.8848
Capacity: 70
Medi-Cal: YES
Locked: NO
Affiliation: Redwood Convalescent Hospital, Inc.

St. John Kronstadt Convalescent
4432 James Avenue
Castro Valley, CA 94546
510.889.7000
Capacity: 49
Medi-Cal: YES
Locked: NO
Affiliation: St. John

Valley Pointe Nursing & Rehabilitation Center
20090 Stanton Avenue
Castro Valley, CA 94546
510.538.8464
Capacity: 50
Medi-Cal: YES
Locked: NO
Affiliation: Valley Pointe Nursing & Rehabilitation, Inc.

Wisteria Care Center
20524 Wisteria Street
Castro Valley, CA 94546
510.727.9169
Capacity: 25
Medi-Cal: YES
Locked: YES
Affiliation: United Family Medical Supply, Inc.

FREMONT

Fremont Healthcare Center
39022 Presidio Way
Fremont, CA 94538
510.792.3743
Capacity: 115
Medi-Cal: YES
Locked: NO
Affiliation: GranCare, LLC

Hillside Senior Care
38650 Mission Boulevard
Fremont, CA 94536
510.793.3000
Capacity: 73
Medi-Cal: YES
Locked: NO
Affiliation: Avanti Insieme, Inc.
FREMONT cont.

Park Central Care & Rehabilitation Center
2100 Parkside Drive
Fremont, CA 94536
510.797.5300
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: Aakash, Inc.

Windsor Country Drive Care Center
2500 Country Drive
Fremont, CA 94536
510.792.4242
Capacity: 126
Medi-Cal: YES
Locked: NO
Affiliation: Windsor Country Drive Care Center

Windsor Park Care Center of Fremont
2400 Parkside Drive
Fremont, CA 94536
510.793.7222
Capacity: 85
Medi-Cal: YES
Locked: NO
Affiliation: SnF Management Company, LLC

HAYWARD

St. Rose Hospital - SNF/DP
27200 Calaroga Avenue
Hayward, CA 94545
510.782.6200
Capacity: 46

Bay Point Health Care Center
442 Sunset Boulevard
Hayward, CA 94541
510.582.8311
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: Kayal, Inc.

Bethesda Home
22427 Montgomery Street
Hayward, CA 94541
510.538.8300
Capacity: 40
Medi-Cal: YES
Locked: NO
Affiliation: Christian Retirement Centers of NO. CA, Inc.

Driftwood Health Care Center
19700 Hesperian Boulevard
Hayward, CA 94541
510.785.2880
Capacity: 88
Medi-Cal: YES
Locked: NO
Affiliation: Mariner Health Care

Gateway Care & Rehabilitation
26660 Patrick Avenue
Hayward, CA 94544
510.782.1845
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: Nadhi, Inc.

Hayward Convalescent
1832 B Street
Hayward, CA 94541
510.538.3866
Capacity: 99
Medi-Cal: YES
Locked: YES
Affiliation: Hayward Convalescent, LLC

Hayward Healthcare & Wellness Center
1805 West Street
Hayward, CA 94545
510.783.4811
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: Core Health Care
HAYWARD cont.

Hayward Hills Health Care Center
1768 B Street
Hayward, CA 94541
510.538.4424
Capacity: 74
Medi-Cal: YES
Locked: NO
Affiliation: Mariner Health Care

Hayward Springs Care Center
21863 Vallejo Street
Hayward, CA 94541
510.690.0600
Capacity: 36
Medi-Cal: YES
Locked: NO
Affiliation: LTP Care Continuum

Hilltop Care Center
3269 D Street
Hayward, CA 94541
510.537.6700
Capacity: 71
Medi-Cal: YES
Locked: NO
Affiliation: Bay View Care, Inc.

Parkview Health Care Center
27350 Tampa Avenue
Hayward, CA 94544
510.783.8150
Capacity: 121
Medi-Cal: YES
Locked: NO
Affiliation: Mariner Health Care

St. Anthony Care Center
553 Smalley Avenue
Hayward, CA 94541
510.733.3877
Capacity: 30
Medi-Cal: YES
Locked: NO
Affiliation: St. Anthony Care Center, Inc.

St. Christopher Convalescent Hospital
22822 Myrtle Street
Hayward, CA 94541
510.537.4844
Capacity: 36
Medi-Cal: YES
Locked: NO
Affiliation: Melanie Rapp

St. Francis Extended Care
718 Bartlett Avenue
Hayward, CA 94541
510.785.3630
Capacity: 62
Medi-Cal: YES
Locked: NO
Affiliation: St. Francis Extended Care, Inc.

Windsor Gardens CC of Hayward
1628 B Street
Hayward, CA 94541
510.582.4636
Capacity: 75
Medi-Cal: YES
Locked: NO
Affiliation: SnF Management Company, LLC

Windsor Post Acute Care Center of Hayward
25919 Gading Road
Hayward, CA 94544
510.782.8424
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: SnF Management Company, LLC

LIVERMORE

Valley Memorial Hospital - SNF/DP
1111 East Stanley Boulevard
Livermore, CA 94550
925.447.7000
Capacity: 20
**LIVERMORE cont.**

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<th>Kindred Nursing and Healthcare - Livermore</th>
<th>Fruitvale Health Care Center</th>
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<td>76 Fenton Street</td>
<td>3020 East 15th Street</td>
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<tr>
<td>Livermore, CA 94550</td>
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<tr>
<td>925.443.1800</td>
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<td>788 Holmes Street</td>
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<td>Livermore, CA 94550</td>
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<tr>
<td>925.447.2280</td>
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<td>Bay Area Health Care Center</td>
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<td>1833 10th Avenue</td>
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<tr>
<td>Oakland, CA 94606</td>
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<td>510.536.1838</td>
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<td>3025 High Street</td>
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<td>Oakland, CA 94619</td>
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<td>510.261.5200</td>
<td>510.534.8540</td>
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OAKLAND cont.

Oakgrove Springs Care Center
309 MacArthur Boulevard
Oakland, CA 94610
510.836.3777
Capacity: 53
Medi-Cal: YES
Locked: NO
Affiliation: LTP Generations, LLC

Oakhill Springs Care Center
3145 High Street
Oakland, CA 94619
510.533.9970
Capacity: 44
Medi-Cal: YES
Locked: NO
Affiliation: LTP Heritage, LLC

Oakland Healthcare & Wellness Center
3030 Webster Street
Oakland, CA 94609
510.250.8000
Capacity: 98
Medi-Cal: YES
Locked: NO

Park Merritt Care Center
525 East 18th Street
Oakland, CA 94606
510.268.8491
Capacity: 24
Medi-Cal: YES
Locked: NO
Affiliation: Superior Healthcare Management

Piedmont Gardens
110 41st Street Way
Oakland, CA 94611
510.654.7172
Capacity: 94
Medi-Cal: YES
Locked: NO
Affiliation: Am. Baptist Homes of the West, Inc.

Rehabilitation Center of Oakland
210 40th Street Way
Oakland, CA 94611
510.658.2041
Capacity: 70

Salem Care Center
2361 East 29th Street
Oakland, CA 94606
510.534.3637
Capacity: 48
Medi-Cal: YES
Locked: NO
Affiliation: Salem Lutheran Home

St. Paul's Towers
100 Bay Place
Oakland, CA 94610
510.835.4700
Capacity: 43
Medi-Cal: NO
Locked: NO
Affiliation: Episcopal Senior Communities

Willow Tree Convalescent
2124 57th Avenue
Oakland, CA 94621
510.261.2628
Capacity: 82

Windsor Healthcare Center of Oakland
2919 Fruitvale Avenue
Oakland, CA 94602
510.261.8564
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: SnF Management Company, LLC
PLEASANTON

Pleasanton Nursing & Rehabilitation
300 Neal Street
Pleasanton, CA 94566
925.462.2400
Capacity: 139
Medi-Cal: YES
Locked: NO
Affiliation: GHC of Pleasanton, LLC

SAN LEANDRO

Fairmont Hospital - SNF/DP
15400 Foothill Boulevard
San Leandro, CA 94578
510.895.4200
Capacity: 109
Medi-Cal: YES
Locked: NO
Affiliation: Alameda Health System (May 1, 2014)

All Saints Subacute Rehabilitation Center
1652 Mono Avenue
San Leandro, CA 94578
510.481.3200
Capacity: 72

Bancroft Convalescent
1475 Bancroft Avenue
San Leandro, CA 94577
510.483.1680
Capacity: 36
Medi-Cal: YES
Locked: NO
Affiliation: Boyd H. MacDonald

Jones Convalescent
524 Callan Avenue
San Leandro, CA 94577
510.483.6200
Capacity: 25

Kaiser Permanente Post Acute (KPPACC)
1440 168th Avenue
San Leandro, CA 94578
510.481.8575
Capacity: 176
Medi-Cal: NO
Locked: NO
Affiliation: Kaiser Foundation Hospitals, Inc.

San Leandro Health Center
368 Juana Avenue
San Leandro, CA 94577
510.357.4015
Capacity: 62
Medi-Cal: YES
Locked: NO
Affiliation: Hycare, Inc.

Washington Care & Rehabilitation Center
14766 Washington Avenue
San Leandro, CA 94578
510.352.2211
Capacity: 99
Medi-Cal: YES
Locked: NO
Affiliation: Genesis Healthcare

UNION CITY

Masonic Home of CA
34400 Mission Boulevard
Union City, CA 94587
510.471.3434
Capacity: 125
Medi-Cal: YES
Locked: NO
Affiliation: Grand Lodge of California
GEROPSYCHIATRIC FACILITIES

Creswood Manor-Fremont
4303 Stevenson Boulevard
Fremont, CA 94538
510.651.1244
Capacity: 126
Medi-Cal: YES
Locked: YES
Affiliation: Crestwood Behavioral Health, Inc.

Creswood Behavioral Treatment Center
2171 Mowry Avenue
Fremont, CA 94538
510.793.8383
Capacity: 66
Medi-Cal: YES
Locked: YES
Affiliation: Crestwood Behavioral Health, Inc.

Morton Baker Center - SNF/STP
494 Blossom Way
Hayward, CA 94541
510.582.7676
Capacity: 97
Medi-Cal: YES
Locked: YES
Affiliation: Telecare Corporation

PSYCHIATRIC FACILITIES

Garfield Neurobehavioral Cntr - SNF
1451 28th Avenue
Oakland, CA 94601
510.261.9191
Capacity: 96
Medi-Cal: YES
Locked: YES
Affiliation: Telecare Corporation