

A Commitment of Care

Delta

Retirement Center

and Bedford Care





Who is Bedford Care and how do they work with Delta Retirement Center?

Delta Retirement Center enjoys a unique relationship and works hand-in-hand with Bedford Care as they are located on-site and only service our community. Bedford Care provides 24/7 quality care for our residents who need assistance with the activities of daily living. These services may include:

- Medication management
- Escorts
- Toileting and incontinence care
- Bathing
- Personal care and dressing
- Oxygen assistance
- Daily check-ins
- Personal laundry
- Blood pressure/glucose monitoring
- Personal pendant

Additional services are available on a case-by-case-basis in consultation with the resident/family.

Does Bedford Care have a nurse?

There is a registered nurse on staff in charge of resident care who consistently monitors and coordinates care based on individual needs.

Are there “levels of care” with Bedford Care?

There is no rating system for care or a need to commit to different “levels” of care at our community. You simply sign up for what is required. We are aware that a person’s needs can change from month to month, so too can your care plan. This flexibility is so important.

What kind of training do the care givers receive?

In addition to having an RN on staff, our care givers receive an extensive training session designed specifically for our facility and our resident population. Our entire team is CPR trained and trained to use AED devices. Our care givers also receive continuous in-service training on various topics throughout the year.

Does Bedford Care do background checks on their staff?

You can rest assured that each employee submits to a background check, drug screening and is required to submit to random tests throughout the year. This is part of our promise to maintain the highest standards and integrity for those that we care for.



Why is it important for residents and families to communicate with Delta Retirement Center and Bedford Care?

Communication is essential in maintaining a healthy and safe environment for our residents. Whether it is communicating a change in the behavior or demeanor of one of our residents, a change in doctors or prescription medications or a change in the family dynamic, the attention and connection of our care team and director of care services to our residents is consistent and invaluable.

If additional care is required, our RN will assist in setting up a workable and customized plan. If a resident is hospitalized, we can work directly with social workers or discharge planners for a smooth transition, coordinating care with additional home care companies if required. Delta Retirement Center and Bedford Care have long-term relationships with some of the best providers who have a proven track record, exceeding expectations and maintaining excellent standards of care.

If it has been determined that our community is no longer the best place for a resident or if a resident requires skilled services, we will assist the family in finding the best new home for them. Our experience can guide you in the best direction.





What do you need to know upon being discharged from the hospital or rehab facility?

Bedford Care will put you in touch with a home care company who can help you navigate with your primary insurance company and Medicare to make sure you are getting the services you need. Physical Therapy, Occupational Therapy, Speech Therapy, Home Health Aides (if ordered by a physician), and Skilled Nursing visits may be covered by your insurance company. Our primary goal and focus is for our residents to enjoy their home and to age in place. There are very few reasons why one would have to change residences. It is very reassuring to our residents and family members to know that they are able to stay at Delta Retirement Center and still receive the continuing care they need, even on hospice.

Professional home health companies work with our team to coordinate with your doctors and with the discharging facility so that the return home is seamless and is free from additional stress and worry. Active communication is the key to success for a timely return home to familiar and comfortable surroundings, to friends and to the supportive environment our residents rely upon. Home is the best place to recover and to ease into any new routines that will be a benefit. The best practice is to notify our nurse immediately upon admission to the hospital or rehab and we will take care of the rest.

Can a resident live at Delta Retirement Center if they are receiving hospice or palliative care?

Residents requiring palliative or hospice care can continue to comfortably live at Delta Retirement Center. Hospice and palliative care can include home care visits, pain management, durable medical equipment and other supplies, massage therapy and many other benefits. We have wonderful resources in place to help our residents and families understand not only the hospice process, but the benefits of palliative care as well. These services may be billed to your insurance company. Most importantly, these services can be provided at Delta Retirement Center, allowing the resident the ability to remain in the comfort of their home.



What should a resident's physician know about Delta Retirement Center and Bedford Care?

There are many resources available to our residents and we pride ourselves in maintaining consistent open lines of communication with our resident's doctors, health care providers and family.

Our nurse can coordinate care based not only on her own experience and knowledge but also with the cooperative relationship with each resident's physician. This relationship is critical in maintaining a quality of life consistent with their abilities, creating an environment that is supportive, nurturing and inspiring.

Our residents enjoy an exemplary activities program and a meal program that focuses on fresh, local and seasonal selections, minimizing the use of prepared foods and offering options that will accommodate each resident's special dietary needs. Physical and Occupational Therapy is available at Delta Retirement Center along with visiting professionals who offer additional services.

One of the most distinguishing characteristics of our community is our ability to attract a talented work force in each and every department who remain loyal and committed to our standards while treating our residents with dignity and respect.

Our Delta Retirement Center Executive Director, Marketing Director and Director of Resident Care for Bedford Care welcome the opportunity to speak the resident's doctor personally about our community. If there is ever anything we can do for you, please do not hesitate to reach out to us.



Delta

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