



Frequently Asked Questions

I noticed that Vista Cove at Rancho Mirage is an RCFE. What does this mean?

RCFE refers to Residential Care Facility for the Elderly and encompasses assisted living, memory care, board and care, and home health agencies. RCFEs provide a combination of housing, personalized supportive services and 24-hour staff designed to respond to the individual needs of those who require help with activities of daily living (ADLs). In California, RCFEs are licensed by the Department of Social Services and are governed by State laws and regulations. Vista Cove is licensed as an RCFE and its license number is 336408433.

What is Vista Cove's policy regarding medications with respect to behavioral issues?

Redirecting and other well used techniques such as changing the person who is interacting with the resident with another caregiver, are always our first choice. However, if a resident displays combative behavior, severe depression and/or distress over a period of time, Vista Cove staff will contact the family to discuss alternate therapies that may include medication.

I really want my mom to have a private room. What is the thinking behind shared rooms?

Often, residents come from home and are used to a spouse or other family member being close. It has been our experience that when a new resident moves in, having another person in the room brings security and comfort, thereby helping with the transition to the new surroundings. As such, we encourage family members to consider a companion suite for their loved one.

What is the philosophy behind shared bathrooms as opposed to private baths in each room?

The safety of our resident is a priority for Vista Cove staff. Because bathrooms are the main area where falls and accidents occur, our shared bathrooms enable Vista Cove caregivers to escort residents to the bathrooms and monitor their safety.

My worst fear is that you will call me and tell me to find another facility for my father. What is your policy regarding behaviors and issues that occur as the disease progresses?

Vista Cove staff are specialists at dealing with behavioral issues. Specialized training and safety procedures are implemented, as needed, for specific issues and monthly training ensures that potential safety issues are addressed. If a resident becomes a danger to him/herself or others, then a caregiver may be assigned to the resident. If these solutions are unsuccessful, an inpatient medication management placement may be suggested.

I hear that every resident participates in the Life Enrichment Activity Program.™ How will I know if my loved one will be a part of an activity appropriate for his/her cognitive and physical abilities?

When a resident comes to Vista Cove, the Activity Director, along with staff, will assess the abilities of the resident and determine the appropriate level of activity for the resident. Changes in the resident's condition will dictate if an alternative activity is more appropriate. Also, family input as to likes and dislikes of the resident will factor into the determination of the activity program.

What avenues do I have available to discuss my parent's progress once they are a resident at Vista Cove?

Initially, there is a two-week Family Meeting after placement. During this "adjustment period," which may vary in length, family will be asked to delay contact with their loved one until after the first meeting. A member of the team will be available daily to report on the loved one's progress, and a Med Tech is always available to inform you of their status. You can request to meet with the Executive Director or Director of Resident Services at any time.

What kind of training do your staff have and how often are they trained? Also, what is the average length of employment for caregivers at Vista Cove?

All Vista Cove staff participate in dementia training upon hiring. In addition, a skill and shadowing training is provided for all caregivers and every month thereafter, a one-hour in-service is scheduled that staff are required to attend. Staff performance is monitored and reviewed by their supervisors to determine if additional training is needed. The average length of employment for our staff is seven years.

Is Vista Cove a Corporate Entity? Who has the authority to make a decision if I come to you with a request or issue?

Vista Cove at Rancho Mirage is a locally, family-owned assisted living community. As such, the management staff members have the authority to handle any request or issue you may have.