

## Sapporo Senior Housing Facility Tour – November 21, 2015

Notes were recorded on the MSC Field trip to three senior housing facilities. The three facilities were of different levels of care and cost. Costs were detailed in the brochures that were distributed, but in general they cover a wide range depending upon the size of the room and the care services required, as well as, the quality of the facility itself. The following information highlights what the group learned.

**Facility #1:** “*Fureai-no-mori*,” North 11, West 14, Chuo-ku (55 rooms), 1 year old with a beautiful “*Sakura* atrium” which sets a truly light atmosphere for this beautiful facility.

**Japanese Website:** <http://morus.co.jp/>

**Location:** Supermarket, bus stop, JR train station and City Hospital 3-5 minutes’ walk

**Transportation:** Unlimited use of the facility’s transportation service within 2 kilometers

**Staff:** 40 employees, (They said that two staff members could communicate in English.)

**Residents:** Total: 61, Males: 9, Females: 52 (Minimum age is 60. Facility is almost always full and the typical reservation process may take 1-2 years, however if someone suddenly transfers to a hospital, that would open up a room. It is assumed that there is a waiting list.)

**Security:** ID badges that also open the resident’s private room opens the door to the facility’s main entrance located beyond the public area of the facility. The ground floor area open to the public, includes a large room used for special programs by residents in the area.

**Rooms:** Private rooms are rented, Deposit: 3 months’ rent, refundable upon leaving

**Room features:** Kitchen, toilet, wash basin, air conditioning

**Fees:** There is an admin and service fee that includes transportation and weekly cleaning.

Details at [http://morus.co.jp/fureai\\_no\\_mori/common/pdf/price\\_2015.pdf](http://morus.co.jp/fureai_no_mori/common/pdf/price_2015.pdf)

A new resident opened her room for the group to see. It was a 1DK size. The largest size is a 2LDK, suitable for couples. If one spouse dies, the survivor can remain in the facility.

Residents furnish their own rooms, including appliances. No public bath but it has a special bath where staff can bathe disabled people who lie in a wheel chair that fits into the tub.

**Meals:** 3 hot meals a day, eaten in a community dining room. Less than 10% of the residents, unable to go to the dining room, can have their meals delivered to their rooms.

**Entertainment rooms:** 5 community areas (including a karaoke room) offer activities for residents, especially shut-ins, to enjoy. These areas also are available for residents to reserve for gatherings with family/friends. Food can be ordered from the kitchen or brought in.

**Levels of care:** Even as health declines, residents are not forced to move out. They can stay until death. A medical staff operates the clinic which is open at set hours during the day. They did mention 24/7 care but it is not certain if that included trained medical staff.

**Facility #2:** “*Rakuyu-kan Yamanote dori,*” Nishi-ku (60 rooms)

The company that operates this facility has 5 other facilities located throughout the city. This is a former apartment building that was converted to a senior care facility in 2014.

<http://rakuyu-kan.com/care-service/yamanote/> (shows photos, prices and access map)

**Location:** bus stop, park, convenience store and supermarket within walking distance. About a 20 minute walk to the Hassamu Minami subway station

Healthy people are encouraged to go out. Some residents go to day care facilities for the day.

**Approximate number of employees:** 20 (It appears none of the staff can speak English.)

**Residents:** 60, male to female ratio, approx.: 50-50.

Adults from as early as 20 years of age can live there and remain until death. Some handicapped residents commute to work on a daily basis.

**Insurance:** Four services covered by health care insurance, but must apply and register.

**Rooms:** Private rooms are rented and include: kitchen, toilet and bath, Internet access, central heating, shared facilities include dining room, entertainment hall and a bath is on each floor, which is used in turn. There are no kitchens, because fire is not allowed in the rooms.

**Laundry:** A laundry room with washing machines are on each floor. In winter, residents are encouraged to hang their wet laundry to dry in their rooms to prevent the air from being too dry due to the central heating. On nice days, laundry can be hung on the small balcony of their room.

**Special Assistance:** Residents can contract with outside services for laundry and room cleaning. They can also contract for a home helper to come and assist them.

**Meals:** Must eat 3 meals each day. Facility uses meal attendance to monitor residents. When residents do not go to the community dining room for a meal, a staff person goes to their room to check on them.

**Level of care:** Residents with dementia or others who need special care are taken from their rooms to a care center on the first floor where staff can monitor their meals. Residents can nap and bathe there.

Doctors, dentists and beauticians come to the facility by appointment.

There are approximately 10 hospitals nearby, one being 3 minutes away by car.

**Security:** There was some question as to the level of security around this facility, which is located at the end of a back street, and at the entrance, such as cameras, etc. People are able to come and go rather easily, but they did say that the main entrance is locked at night. Not sure what time that is.

**Facility #3:** “Cattleya South 8,” South 3, West 1, Chuo-ku (43 rooms), 13 years in business

**Residents:** Total 43 (age 60-93); Male 15, Female 28

**Location:** 10-minute walk to Susukino, 5-minute walk to Nakajima Park (*Namboku-sen*) subway station

**Private rooms:** Rented with 2-year contracts, deposit of 2 months’ rent (refundable) plus service fee for “emergency communication system” and separate contract for other services.

Includes all electric power, kitchen, toilet, bath, space for washing machine, closet, public bath, (free use) health corner with a few exercise machines on the 3rd floor, Japanese tatami room, public space for activities, library

**Meals:** Breakfast and dinner cost: 43,200 yen/month paid at the beginning of each month. There is a refund for meals not eaten, but a large number of meals must be eaten at the facility. There is no provision for special dietary needs.

**Level of Care:** Minimal. When residents can no longer take care of themselves, the facility requires them to move to a different facility that offers care until death.

**Night staff:** one person on duty. In an emergency, the resident uses the “emergency communication phone” in the room which connects directly to an “*anzen*” --safety center where the medical staff (who may not be an English speaker) listens to the resident’s emergency and if a hospital visit is necessary, calls an ambulance and contacts the facility’s staff who will accompany the resident to the hospital. Since there is only one staff on duty at night that staff person contacts the facility’s director at home, who comes to the facility to be on duty while the night duty staff is gone. Residents pay 15,000 yen/month for this “emergency communication phone” service because there is no medical staff on duty at the facility who can determine the seriousness of the situation.

(EdN: At 15,000 yen/month x 43 residents= 645,000/month, this might be enough to hire a night-time nurse (in addition to the night staff) who would be on site and could quickly determine the resident’s medical need. As one participant commented, “The parent company is a home builder and this facility is just a business to them.”)