

## **Inquiry Checklist**

### **First Impression**

- Do you like the facility's location and outward appearance?
- Is the facility convenient for frequent visits by family and friends?
- Are you welcomed with a warm greeting from the staff?
- Does the staff address residents by their names and interact with them during your tour?
- Is the staff appropriately dressed, friendly and outgoing?
- Do the staff members treat each other in a professional manner?
- Are visits with the residents encouraged and welcome at any time?
- Does the residence have good lighting, sprinklers and clearly marked exits?
- Are the common areas in general attractive, comfortable and clean?
- Is the residence clean, free of odors and appropriately heated/cooled?
- Is there an outside courtyard or patio for residents and visitors, and assistance getting there?
- Does residence have furnished/unfurnished rooms? What is provided or what can they bring?

### **Health/Personal Care/Services**

- What type of healthcare and personal care services are available? Does the facility have both short and long-term services, such as extended care, memory care and rehabilitation?
- Are physical, occupational, or speech therapy services provided by a reputable provider?
- Does the residence have specialized areas to serve the special needs of your loved one?
- Are housekeeping, linen service and personal laundry included in the fees, or are there extra charges?
- Does the residence provide transportation to doctors' appointments?
- Does a staff physician visit the resident regularly for medical checkups or can resident (his/her) have own personal physician?

### **Social and Recreational**

- What kinds of group/individual recreational activities are offered and who schedules them?
- Is there an organized activities program with a posted daily schedule of events?
- Do volunteers and family members come into the residence to participate/conduct programs?
- Does the facility schedule trips or go to other events off premises?
- Are religious services held on the premises or arrangements made for nearby services?
- Does facility allow visits from pets?

### **Staff**

- Are nursing staff members courteous and friendly to residents and to other staff?
- Is adequate staff available to assist residents who experience memory, orientation, or judgment losses?
- Do nursing staff respond timely to resident's requests for assistance such as help getting in and out of bed, dressing and going to the bathroom?
- Ask questions about staff turnover. Is there frequent turnover among STNA's? What about turnover for nurses and supervisors, including the Director of Nursing and the Administrator?
- What is the staff to resident ratio for nurses and STNA's?

### **Food**

- Observe meal times. Do all residents who need assistance with eating get help?
- What about special diets; does a dietitian plan or approve menus? Are resident's weight routinely monitored?
- May residents have guests for meals if you visit during a meal time. Does the food smell and appear appetizing?

### **Licensure and Certification**

- Is the facility a nonprofit or for profit organization?
- Is there a resident council or organization through which residents have means of voicing their views?
- What reputation does the facility have in the community? How long has it been in business? Is it in good financial health?
- Review the facility State inspection report, a copy of which should be in the facilities entry area.
- Review the facilities 5 star rating @ [www.medicare.gov](http://www.medicare.gov). While this rating system has its flaws, it does show several trends and can be helpful in assessing facility quality.