SELECTING A NURSING HOME

Make copies of this checklist and take it with you when visiting a prospective nursing home. Some of the listed items suggest questions to ask of staff, while others are based on your observations.

Basic Information

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Basic Information</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Special Care Unit (SCU)</td>
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<td></td>
<td></td>
<td>(important to request a copy of the SCU’s admission &amp; discharge criteria)</td>
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<td></td>
<td></td>
<td>The nursing home is actively involved in quality improvement and culture change initiatives (e.g. Advancing Excellence Campaign)</td>
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<td></td>
<td></td>
<td>Currently accepting new residents</td>
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<td></td>
<td></td>
<td>Number of current openings</td>
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<td></td>
<td></td>
<td>Waiting period for admission</td>
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<td></td>
<td></td>
<td>Number of Medicare-certified beds</td>
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<td></td>
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<td>(important following a hospital stay, if skilled nursing care is needed)</td>
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<tr>
<td></td>
<td></td>
<td>Number of Medicaid-certified beds</td>
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<td></td>
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<td>(important if financial resources are limited or become limited in the future)</td>
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</tbody>
</table>

Environment

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Environment</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>The nursing home is free of lingering odors</td>
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<td></td>
<td></td>
<td>The nursing home appears clean and well-kept</td>
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<td></td>
<td></td>
<td>Noise levels are generally quiet</td>
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<td></td>
<td></td>
<td>Resident rooms are personalized with a resident’s belongings</td>
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<tr>
<td></td>
<td></td>
<td>The temperature and ventilation feel comfortable</td>
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<td></td>
<td></td>
<td>There are comfortable visiting areas for friends and family</td>
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<td></td>
<td></td>
<td>There are outdoor areas for residents to use</td>
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<tr>
<td></td>
<td></td>
<td>The nursing home has a home-like feel</td>
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</table>

Choice

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Choice</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Residents have a choice of activities, including in the community</td>
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<td></td>
<td></td>
<td>Baths and showers are available at different times during the day</td>
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<td></td>
<td></td>
<td>Residents have a choice in meal times and food options</td>
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<td></td>
<td></td>
<td>Bed &amp; waking times are flexible and based on resident preference</td>
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<td></td>
<td></td>
<td>Residents and their families are encouraged to participate in quarterly resident care plan meetings and reasonable accommodations are offered</td>
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</table>

Residents

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>Residents</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>The residents appear clean, properly dressed and well-groomed</td>
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<tr>
<td></td>
<td></td>
<td>Residents appear satisfied and comfortable</td>
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<td></td>
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<td>There are procedures in place to safeguard resident possessions</td>
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<td></td>
<td></td>
<td>Residents appear to be engaged in meaningful activities</td>
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</table>
Residents are encouraged to be active participants in their care & their decisions are honored, including their end-of-life choices

**Staff**
- The staff interact with residents in a courteous and respectful manner  
- The nursing home does background checks on all staff  
- The staff respond promptly to calls for assistance  
- There appear to be a sufficient number of staff on all shifts, including nights and weekends  
- The staff seem competent and act in a professional manner  
- The staff were able to answer my questions satisfactorily  
- The staff are cheerful and appear to enjoy their work

**Nutrition**
- Staff assist residents who need help in eating their meals  
- The food smells and looks appetizing  
- The food is served at an appropriate temperature  
- Nutritious snacks are available during the day and evening  
- The dining room environment is pleasant, social and relaxing  
- Fresh water is available at meals and in each resident’s room

**Safety**
- The hallways are clear, well-lit and free of clutter  
- Spills and other accidents are cleaned up promptly  
- Bathroom grab bars and other assistive equipment is available  
- Residents are offered preventative health care (e.g. flu shots)  
- The nursing home has corrected any deficiencies identified on its past state inspections

*In order to get an accurate picture of a nursing home, it is important to make at least two visits. It is recommended that you or your loved one visit on a weekday, in order to ask questions of the management staff. A second visit during the evening or weekend will allow you to observe the facility during a time when there are typically less management staff on site.*