

# Catholic Caregivers

'Caregiving is pro-life!'

## Checklist: Evaluating an Assisted Living Facility

Name of facility \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Web site \_\_\_\_\_

E-mail \_\_\_\_\_

Contact name, position \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of visit / Day and time \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Initial Questions

\_\_\_ Is Medicare accepted? Medicaid? Long-term care insurance? Private pay?

\_\_\_ What are the levels of care (independent, assisted living, nursing)?

\_\_\_ Does the facility have a religious affiliation?

Weekly church services? A chaplain? A Eucharistic minister?

\_\_\_ How long has the facility been under the present ownership/management?

\_\_\_ Are the patient's rights posted?

\_\_\_ Is the facility licensed by the state?

\_\_\_ Can you get a copy of the most recent state licensing review? Have all deficiencies listed on the review been corrected?

### Treatment of Residents

\_\_\_ Does the staff respond quickly to a resident's call button?

\_\_\_ How do the staff and residents interact?

\_\_\_ Does your tour guide greet residents and know their names?

### Staff

\_\_\_ Are criminal history checks and drug tests done on all staff members?

\_\_\_ What are the staff positions (administrator, direct care providers, social worker, nutritionist)?

\_\_\_ How many RNs are on duty for each shift?

LPNs? CNAs? Support staff?

\_\_\_ What is the staff-to-resident ratio for each shift?

\_\_\_ Do the staff members wear nametags?

### Care

\_\_\_ Are there arrangements for care with a local hospital? Is there a doctor on call for emergencies?

\_\_\_ How often is a registered nurse on site? How often is a physician?

\_\_\_ Who decides if a resident is no longer eligible to remain in this setting?

\_\_\_ Who determines the level of care, and how is it determined?

\_\_\_ Can services be added if the patient needs them?

\_\_\_ Does the facility develop a care plan for each resident? Who writes the care plan? Are the residents and their families involved? How often is the care plan reviewed?

\_\_\_ Is there a resident/family council? How often does it meet? What do they talk about?

\_\_\_ Are there planned activities? How many choices are there? Are any trips scheduled? Are there opportunities for exercise?

\_\_\_ Is any therapy (physical, occupational, speech) available?

\_\_\_ Does the food look and taste good?

\_\_\_ Are the mealtimes flexible? How many meals and which meals are included in the basic cost?

\_\_\_ Is room delivery for meals available if your loved one is sick?

\_\_\_ Are there choices for meals? Can special diets be accommodated? Are nutritious snacks provided? Can a resident select a portion size?

\_\_\_ Are seats assigned in the dining room? What happens if a resident doesn't like his or her assignment?

### Environment

\_\_\_ What is your general first impression? Were you greeted?

\_\_\_ Is there a pleasant smell?

\_\_\_ Are accidents cleaned up promptly?

\_\_\_ Is the hallway clear for wheelchair and walker use?

\_\_\_ Is parking available? How much does it cost?

\_\_\_ Is there a common room? A living room? A den? A library? A snack area? A game room?

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## Assisted Living Facility Checklist

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- \_\_\_ Is the noise level in the halls, common rooms, and dining room comfortable?
- \_\_\_ Are extra services, such as a beauty salon or café, available?
- \_\_\_ Are there areas for visiting indoors? Outdoors?
- \_\_\_ Is the dining room clean, nicely set up, and pleasant?
- \_\_\_ What is your overall impression? Is it institutional? Homelike?
- \_\_\_ Are the rooms furnished or can residents bring in their own furniture?
- \_\_\_ Do staff members treat each other with respect?

### Policies

- \_\_\_ When are visiting hours?
- \_\_\_ Who handles discharge planning? How is it handled?
- \_\_\_ What is involved in the admissions process? Is there a waiting list?
- \_\_\_ Is smoking allowed?
- \_\_\_ Under what conditions would a resident be asked to leave? Would there be referral arrangements?
- \_\_\_ Will a person's apartment be held if he or she has to be hospitalized? For how long?
- \_\_\_ Are pets allowed?

### Safety

- \_\_\_ Does a staff member check in on residents every day?
- \_\_\_ Is there a sign-out and a sign-in sheet to help staff know if a resident is not in the building?
- \_\_\_ Are strangers prevented from entering without permission?
- \_\_\_ Are there intercoms in each unit?
- \_\_\_ Is there a twenty-four-hour emergency response system?
- \_\_\_ Is the facility wheelchair accessible?
- \_\_\_ Does it have well-lit halls?
- \_\_\_ Are there marked exits?
- \_\_\_ Are there handrails in the halls?
- \_\_\_ Are there grab bars and call buttons in the bathrooms?
- \_\_\_ Are there locks on doors and windows?
- \_\_\_ Are fire systems, sprinklers, fire doors, and evacuation plans in place?
- \_\_\_ Is there a generator if the power goes out?
- \_\_\_ Are there locks and peepholes in the doors?

### Apartments

- \_\_\_ What is provided in the apartments (TV, telephone, cable, Internet connection)?
- \_\_\_ Are several floor plans available (studio, one bedroom, two bedroom)?
- \_\_\_ Is there a call button in the bathroom?
- \_\_\_ Does the bathroom have grab bars? Is it wheelchair accessible?
- \_\_\_ Is there a temperature control system in each room?
- \_\_\_ Is additional storage space available?
- \_\_\_ Is there a refrigerator? An oven? A stove? A dishwasher? A microwave? A sink?

### Financial

- \_\_\_ Is there a buy-in fee?
- \_\_\_ Is there a security deposit? Does it include first month's rent? Last month's?
- \_\_\_ What is the monthly rate?
- \_\_\_ What services (utilities, cable) are covered by the monthly rate?
- \_\_\_ Are additional services available for an extra fee?
- \_\_\_ Is there a sliding fee scale for low-income residents?
- \_\_\_ Is there a financial qualification?
- \_\_\_ How can payments be made?
- \_\_\_ Is renter's insurance necessary?

### Services

- \_\_\_ Is laundry service available?
- \_\_\_ Are linens changed? How often?
- \_\_\_ Is housekeeping available?
- \_\_\_ Is dressing assistance available?
- \_\_\_ Is eating assistance available?
- \_\_\_ Is mobility assistance available?
- \_\_\_ Is grooming and hygiene assistance available?
- \_\_\_ Is bathing assistance available?
- \_\_\_ Is toilet assistance available?
- \_\_\_ Is there a shopping service?
- \_\_\_ Is medication management assistance available? Who distributes medications?
- \_\_\_ Can outside services (such as a visiting nurse) be brought in?

### Location

- \_\_\_ Is the facility in a convenient location, near shopping, doctor, church?
- \_\_\_ Is it close to public transportation?
- \_\_\_ Does the residence have a bus or van? Where will it go? How are rides arranged and what do they cost?

For more information visit [www.YourAgingParent.com](http://www.YourAgingParent.com), a program of the Friends of St. John the Caregiver.