

## Visiting Checklist

1. MAKE APPOINTMENTS
2. VISIT AS MANY FACILITIES AS YOU CAN
3. TAKE THIS CHECKLIST WITH YOU

### General

- \_\_\_ Does the home provide the level of care needed. i.e. skilled; intermediate?
- \_\_\_ If needed, is the home certified for Medicare and/or Medicaid?
- \_\_\_ Can residents stay if their payment source is converted to Medicaid?
- \_\_\_ Is there a waiting period for admittance?
- \_\_\_ Is a trial period required if possible for resident or facility to evaluate placement?
- \_\_\_ What are the admission qualifications?
- \_\_\_ Discuss the admission contract and all services and charges. Are financial and other important matters (refunds, etc.) specified?
- \_\_\_ What are the visiting hours? Are there any restrictions for residents or visitors?
- \_\_\_ What transfer agreements are there and with which local hospital(s) or nursing home(s)?
- \_\_\_ Ask to see the list of deficiencies based upon the annual license survey and the plan for correction.
- \_\_\_ Ask to see the facility's rules
- \_\_\_ Determine the facility's rules regarding physician coverage.

### The Facility

- \_\_\_ Is the facility free of odor and generally clean, neat and well-maintained? Is it attractive and conveniently located for relatives, friends and personal physician?
- \_\_\_ Are nurse and emergency call buttons located and operational at each resident's bed and bathroom facilities? Are there reading lights and adequate easy chairs?
- \_\_\_ Is the facility free from obvious hazards? Are there handrails and grab-bars present in hallways and bathrooms?
- \_\_\_ Is there adequate privacy for each bed and bathing and toilet facility?
- \_\_\_ Is there a lounge where residents can chat, read, play games, watch TV, use a public phone or just relax away from their own rooms?
- \_\_\_ Does the nursing home have an outdoor area where residents can get fresh air and sunshine?
- \_\_\_ Is there an adequate number of wheelchairs, walkers, etc. for patients who need them?
- \_\_\_ Is there a fire and disaster plan posted and practiced? Are there smoke detectors and an automatic sprinkler system?

### Dining

- \_\_\_ Is the dining area adequate, attractive and inviting?
- \_\_\_ Observe a meal. Does the food look appetizing and is it served on time and at the proper temperatures?
- \_\_\_ Are the meals varied daily? How are special diets handled?
- \_\_\_ Are meals served at normal times, with plenty of time for leisurely eating?
- \_\_\_ Do residents who need it get help eating whether in the dining room or in their own room?

- \_\_\_ Are nutritious between-meal snacks available?
- \_\_\_ Determine how the staff handles a nutritional problem with a resident, and what is their protocol?
- \_\_\_ Does the facility offer a select-menu, or are the meals predetermined?

### **Atmosphere**

- \_\_\_ Do residents, other visitors and volunteers speak favorably about the facility?
- \_\_\_ Is the atmosphere and attitude of the staff members warm, pleasant and cheerful?
- \_\_\_ Do residents look well cared for and generally content?
- \_\_\_ Are the residents allowed to wake and go to sleep when they choose?
- \_\_\_ Are residents allowed to wear their own clothes, decorate their rooms, and keep a few prized possessions on hand?
- \_\_\_ Does the home have an efficient system to prevent the loss of personal belongings?

### **Services**

- \_\_\_ Is there a physician on staff or call? Are licensed nurses on each floor or wing?
- \_\_\_ Does the home have adequate staff to respond to call buttons when residents need help?
- \_\_\_ How are roommates selected? If there is a problem, can a room transfer be made in a timely manner?
- \_\_\_ Is a program of physical, occupational, restorative, and other therapies available for residents who need it?
- \_\_\_ Does the home have a varied program of recreational, cultural, and intellectual activities for residents?
- \_\_\_ Are activities offered for residents who are relatively inactive or confined to their rooms?
- \_\_\_ Do residents have an opportunity to attend religious services and talk with clergy?
- \_\_\_ Is there an active residents' council which encourages residents to participate in the governing of the facility? Is there a copy of the residents' Bill of Rights?