

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, a program of the Friends of St. John the Caregiver.