

Care MATTERS® LIST NURSING CARE CENTER

A nursing care center is chosen when a physical limitation or illness requires medical services. Evaluate the facility based on the following.

WHAT ARE YOUR FIRST IMPRESSIONS

1) From the outside as you approach the community, look at the buildings and grounds. Are they attractive and well cared for? _____

2) As you tour the facility: Is it clean and odor-free? _____ Are the furnishings attractive and homey? _____

3) Do residents have: Easy access to the outdoors? _____ Paths to take walks? _____ Benches to sit outside? _____

4) Does the community have a good reputation in the neighborhood/city? _____

5) Is the location: Convenient to family and friends? Close to public transportation? Have enough parking?

Close to your doctor? _____ Close to health care? _____ Near a hospital? _____

6) Was the staff: Mannerly? _____ Friendly? _____

7) How many staff members are on each shift? _____ What is the staff-to-resident ratio? _____

MEDICAL CARE

8) Will the center complete and administer an individual needs assessment for the resident? _____

9) Is there a physician on call 24 hours a day? _____

10) What kind of rehabilitation services are available? _____

11) Is the staff: Licensed? _____ Certified in CPR, personal care and dementia care? _____

12) Medications: On-site pharmacy? _____ Staff will assist in dispensing? _____

NECESSITIES

13) Is there a long-term care ombudsman at the facility? _____

14) Is there someone available to help with resident's appointments? _____

15) Did you see posted an emergency evacuation plan? Are the exits clearly marked? _____

16) Is there: A special unit for Alzheimer's or dementia? An isolation room for patients with contagious diseases?

YOUR FUTURE HOME

17) Is the room large enough? _____ Have adequate closet space? _____

18) Is the bathroom: Wheelchair accessible? _____ Equipped with grab bars? _____

19) Can residents: Decorate according to their own tastes? _____ Bring in their own furniture? _____

NUTRITION AND ACTIVITIES

20) The menu: Is created by an on-site dietician? Is available for review? Has variety and choices at each meal?

21) The food is: Tasty and appealing? _____ Served at the correct temperature? _____

22) Meals are: Delivered to the rooms of bed-bound patients? _____

23) Meaningful activities include: Scheduled activities? _____ Inside events / games? _____

Outside events / excursions? _____ Exercise classes? _____

Worship services on-site? _____

PAPERWORK

24) Review the residency agreements: What are the monthly costs? _____ An initial deposit required? _____

What is the notice time for increases? _____ What happens when the money runs out? _____

Anything confusing or vague in agreement? _____ Any rules concern you? _____

25) Do they accept: Medicare? _____ Insurance? _____

Medicaid? _____ Private pay? _____

