

QUESTIONS TO ASK

Long-Term Care / Skilled Nursing Communities

About Care & Staffing

- ☒ What is the staff-to-resident ratio?
 - ☐ What are the qualifications and training of the nursing staff?
 - ☐ How is medication managed and administered?
 - ☐ What happens in case of a medical emergency?
 - ☐ What types of therapies are offered?
 - ☐ How are resident's care plans developed and communicated?
 - ☐ What is the process for addressing concerns or complaints?
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Daily Life & Amenities

- ☐ What is a typical daily schedule like?
 - ☐ What types of activities are available for residents?
 - ☐ What are the dining options like?
 - ☐ What are the room options and associated costs?
 - ☐ What are the visiting hours? Are there any restrictions?
 - ☐ Is there transportation available for appointments or outings?
 - ☐ What are the laundry and housekeeping services like?
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Finances & Contracts

- ☐ What is the total cost of care?
 - ☐ What payment options are accepted? Does the facility accept Medicare, Medicaid, or long-term care insurance?
 - ☐ What is the admission process like?
 - ☐ What is the discharge policy?
 - ☐ Can I review a sample contract?
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Observe the Environment

Pay attention to the atmosphere. Does it feel warm, welcoming, and clean? Are the residents engaged and interacting with staff?

Observe the staff's interactions with residents. Are they respectful, patient, and compassionate?

Check the cleanliness and maintenance of the facility. Are the common areas and resident rooms well-maintained? Are there any unpleasant odors?

Notice the safety features. Are there grab bars in the bathrooms? Are the hallways well-lit and free of clutter?