

# Guide to finding a facility for an older adult and asking questions:



**Search for facilities:** Make a list of options. It's important to start by creating a list of potential facilities to consider.

**Visit facility websites:** Exploring facility websites allows you to gather early information about the types of care offered as well as virtually preview the location.

**Call or email the facilities you are considering:** Directly contacting the facilities enables you to ask specific questions and receive personalized responses.

## **Begin by asking about the range of care options available-**

To make sure the care provided at the facility meets the needs of the individual both now and in the future, it is essential to understand the kinds of care offered. It is easier to assess if they can deliver the right kind of care as needs change over time if you know if they provide memory care, assisted living, or independent living.

*"Could you please provide information on the levels of care offered at your facility? Do you provide independent living, assisted living, and/or memory care services?"*

## **Ask about the experience of the staff-**

People with specific illnesses, such as dementia or Alzheimer's, need to receive specialized treatment. It can be guaranteed that the facility can satisfy the special needs of residents with these conditions by inquiring about staff experience. More help from trained personnel can improve the quality of life for residents who require specialized care.

*"Does your facility have experience in caring for individuals with specific diseases such as Alzheimer's or dementia? Are there staff members trained to handle the unique needs of residents with these conditions?"*

## **Inquire about staff availability at all hours-**

The quality of care residents receive is directly impacted by the staff-to-resident ratio. Finding out about staff availability both throughout the day and at night helps in deciding whether residents will receive enough care and support, which enhances their general safety and well-being. Ensuring an acceptable ratio is important for providing personalized care and attention.

*"What is the staff-to-resident ratio during both daytime and nighttime hours?"*

## **Address the issue of staff screening-**

Employee background checks are essential for guaranteeing residents' safety and security. Residents benefit from a safer environment because they can feel more confident in the staff's honesty knowing that background checks are done by faculty. Knowing about the protocols for checking whether staff appear on the Adult Protective Services (APS) registry helps build confidence in the integrity of the staff and creates a safer environment for residents.

*"Do you conduct background checks on all staff members to ensure the safety and security of the residents? With regard to background checks, what are the protocols for checking that staff don't appear on the APS registry?"*



### **Explore emergency procedures and medical care-**

It is essential to understand the facility's response to medical emergencies and situations in order to guarantee that residents receive timely and appropriate care when necessary. For residents and their families, knowing the protocols and the presence of medical personnel offers comfort and confidence.

*"Could you outline the procedure for handling medical situations and emergencies within the facility? Are there nurses on staff, and if so, what are their responsibilities?"*

### **Learn about recreational opportunities-**

Recreational activities encourage residents' overall well-being, mental stimulation, and socializing. Finding out what kinds of activities and programs are offered aids in determining whether or not the facility provides residents with a busy and rewarding living. Ensuring a vibrant and engaging community is essential for residents' overall well-being.

*"What types of programs and activities are available for residents to participate in?"*

### **Discuss dietary options-**

Maintaining health and wellbeing requires proper nutrition, particularly for older persons. By asking about food services, you can make sure that people have access to wholesome, filling meals that meet their dietary requirements as well as their preferences. It's important to consider dietary preferences and any specialized dietary needs.

*"What kind of meal services are offered to residents?"*

### **Focus on resident satisfaction-**

The general quality of life in the facility depends heavily on the happiness and fulfillment of the residents. Determining the steps taken to make residents happy aids in assessing the facility's dedication to fostering an atmosphere where residents feel respected, appreciated, and content. Understanding the measures taken to promote a positive living environment is important for prospective residents and their families.

*"How does your facility ensure the happiness and satisfaction of residents?"*

#### **Consider Unannounced Weekend Tours**

Touring the facility on a weekend, unannounced, provides insight into how the facility operates outside regular business hours.

#### **Observe During the Tour**

While touring, pay close attention to how the facility smells, inspect the organization of the nursing station, and see whether residents appear happy, clean, and calm. Also, note the status of call buttons inside and outside the rooms.

#### **Speak to the Facility Director:**

Ask whether they will share policies and procedures.

Inquire about how they have handled unexpected accidents between staff and patients in the past. Do they have secrecy or arbitration agreement in the contract?

#### **Other Important Questions to Ask:**

Do you employ your own certified caregivers, or do you use temporary staffing agencies?

Can I see a sample copy of a residency agreement?

Do you have facility rules I should be aware of?