

# Guide to Touring Long Term Care Facilities

## Facility Appearance/Features

- Are the facilities up to date and clean?
- Is there a noticeable odor throughout?
- Is the facility handicapped accessible with automatic doors, ramps, and railings?
- If multi-story, how many elevators are operating?
- How many units/residents in the facility?
- Are there handrails in all hallways?
- Are exits clearly marked and a fire/evacuation plan in place?
- Is the facility secure from outside entry? How is entrance granted to visitors after hours?
- Is the facility secured from inside for those who require that for safety? How?
- Is the hallway lighting suitable for elders?
- Are the laundry facilities accessible for residents?

## Staff

- Do staff call residents by name?
- Are staff engaging with residents and making eye contact?
- What are the qualifications of the nursing staff: Registered Nurse (RN – 4 year degree)? Licensed Practical Nurse (LPN - 2 year degree)? Certified Nursing Assistant (CNA – 8/16 week certification)? Or on the job trained?
- How is the facility staffed during the day? What is the staff to resident ratio?
- How is the facility staffed at night?

## Meals

- Is a sample meal plan available to look at?
- Are meals varied and nutritious?
- Which and how many meals are included in monthly rent? If otherwise, how are meals charged?
- Is there an opportunity to join a meal to sample the food?
- Are family/friends allowed to join residents for meals? Is there a fee?
- What happens if a resident is unable to attend a meal in the dining room?

## Health Management & Medications

- Are residents allowed to self-medicate?
- If nursing handles all medications, what is the procedure?
- How are medical emergencies handled?
- Is skilled therapy (PT/OT/SLP) or hospice on site OR done as home health?
- Are residents assisted with bathing? If so, how often and by whom? How is scheduling done?

## Resident Apartments/Rooms

- Is the space set up to allow for access with a walker or wheelchair?
- Is furniture furnished or does the resident need to provide it?
- Is the bathroom of sufficient size for a walker or wheelchair? Are there sufficient grab bars?
- Is the tub/shower easily accessible?
- Does the facility provide bathroom equipment if needed? (toilet riser, tub bench)
- Does the resident need to provide his/her own linen for the bathroom and bed?

## Monthly Fee(s)

- What level of assistance is included? If other levels, who assesses resident's level of care? How and when is that reevaluated? What are the costs of different levels?
- Is cable tv included? Telephone landline?
- Parking fee?
- Is the lease agreement month-to-month? How much notice is required when leaving?
- Does the facility accept Medicaid as a payment method?

## Other issues

- What activities are regularly offered? Are some out in the community?
- Are there outside spaces residents can access easily?
- Is transportation offered? Is there a fee? Are there limitations on days/times of week?
- Is rental insurance required?
- What issues might arise that would necessitate a resident being asked to leave the facility?