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## DECISION SUPPORT TOOLS: Nursing Home Visit Checklist

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# FOR YOUR CONVENIENCE

Take a copy of this nursing home checklist when you visit to ask questions about resident life, nursing home living spaces, staff, residents' rooms, hallways, stairs, lounges, bathrooms, menus and food, activities, safety, and care.



## NURSING HOMES & CONTACT INFORMATION

**Nursing Home 1:** \_\_\_\_\_

Social Worker: \_\_\_\_\_ Administrative Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

**Nursing Home 2:** \_\_\_\_\_

Social Worker: \_\_\_\_\_ Administrative Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

**Nursing Home 3:** \_\_\_\_\_

Social Worker: \_\_\_\_\_ Administrative Contact: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Visit: \_\_\_\_\_

# BASIC INFORMATION AND STAFFING



	Home 1	Home 2	Home 3
Is the home Medicare-certified?	Mark for "Yes"	Mark for "Yes"	Mark for "Yes"
Is the home Medicaid-certified?			
Does the home have the level of care I need?			
Does the home have a bed available?			
Does the home offer specialized services, such as a special unit for care for a resident with dementia, ventilator care, or rehabilitation services?			
Is the home located close enough for friends and family to visit?			
Does the home have a friendly, home-like environment?			
Does the relationship between the staff and residents appear to be warm, polite, and respectful?			
Does the staff wear name tags?			
Does the staff knock on the door before entering a resident's room?			
Does the staff refer to residents by name?			
Does the home offer a training and continuing education program for all staff?			
Are background checks conducted on all of the staff?			
Is there a licensed nursing staff 24 hours a day, including a Registered Nurse (RN) present at least 8 hours per day, 7 days a week?			
Will a team of nurses and Certified Nursing Assistants (CNAs) work with me to meet my needs?			
Do CNAs help plan the care of residents?			
Is there a person on staff that will be assigned to meet my social service needs?			
Has there been a turnover in administration staff, such as the administrator or director of nurses, in the past year?			
Does the home have a formalized program of building staff culture, empowerment and recognition?			
What is the resident to staff ratio?	Enter a ratio	Enter a ratio	Enter a ratio

# QUALITY OF CARE



Home 1

Home 2

Home 3

Does the home have an emergency evacuation plan and hold regular fire drills (bed-bound residents included)?

Mark for "Yes"

Mark for "Yes"

Mark for "Yes"

Do residents get preventive care, like a yearly flu shot, to help keep them healthy?

Does the facility assist in arranging hearing screenings or vision tests?

Do the residents have the same caregivers on a daily basis?

Can residents still see their personal doctors?

Does the home have an arrangement with a nearby hospital for emergencies?

Is physical therapy available?

Are care plan meetings held with residents and family members at times that are convenient and flexible?

Has the home corrected all deficiencies on its last state inspection report?

Is there enough staff at night, on weekends, and on holidays to care for each resident?

# DINING EXPERIENCE



Home 1

Home 2

Home 3

Do residents have a choice of food items at each meal?

Mark for "Yes"

Mark for "Yes"

Mark for "Yes"

Can the home provide for special dietary needs?

Are nutritious snacks available upon request?

Does the staff help residents eat and drink at mealtimes if help is needed?

Does the dining room environment encourage residents and guests to relax, socialize, and enjoy their meal?



## LIVING SPACES AND RESIDENTS' ROOMS



	Home 1	Home 2	Home 3
Is the home clean and free from odors?	Mark for "Yes"	Mark for "Yes"	Mark for "Yes"
Is the inside temperature comfortable for residents?			
Does the home have good lighting?			
Is the floor plan logical and easy to follow?			
Are the noise levels in common areas comfortable?			
Are resident rooms private?			
Can resident rooms have personal belongings and furniture?			
Does each resident room have storage space?			
Does each resident room have a window?			
Do residents have access to a personal phone and TV?			
Are there policies and procedures to protect residents' possessions, including lockable cabinets and closets?			

## QUALITY OF HOME LIFE, ACTIVITIES AND EVENTS



	Home 1	Home 2	Home 3
Are the residents clean, well groomed, and appropriately dressed for the season or time of day?	Mark for "Yes"	Mark for "Yes"	Mark for "Yes"
Are the resident's rights posted?			
Are doors shut when a resident is being dressed or bathed?			
Can residents choose daily routine to take part in a variety of activities?			
Do residents have a role in planning/choosing activities?			
Does the home have outdoor areas for resident use with staff assistance?			
Does the home have a active volunteer program?			

## PUBLIC AREAS



	Home 1	Home 2	Home 3
Are exits clearly marked?	Mark for "Yes"	Mark for "Yes"	Mark for "Yes"
Are there quiet areas where residents can visit with friends and family?			
Does the home have smoke detectors and sprinklers?			
Are all common areas, resident rooms, and doorways designed for wheelchair use?			
Are handrails and grab bars appropriately placed in the hallways and bathrooms?			
Are lounge areas nicely-furnished, comfortable and accommodating to visiting families?			

## MORE HELPFUL TIPS



### Go to a resident council or family council meeting

While you're visiting the nursing home, ask a member of the resident council if you can attend a resident council or family council meeting. These councils are usually organized and managed by the residents or the residents' families to address concerns and improve the quality of care and life for the resident.

If you're able to go to a meeting, ask a council member the following questions and take notes:

- What improvements were made to the quality of life for residents in the last year?
- What are the plans for future improvements?
- How has the nursing home responded to recommendations for improvement?
- Who does the council report to?
- How does membership on the council work?
- Who sets the agendas for meetings?
- How are decisions made (for example, by voting, consensus, or one person makes them)?

### Visit again

It's a good idea to visit the nursing home a second time. It's best to visit a nursing home on a different day of the week and at a different time of day than your initial visit. Staffing can be different at different times of the day and on weekends.



# THE MAPLEWOOD

*Distinctly different.*

NURSING & REHABILITATION

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FOR MORE INFORMATION:  
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This checklist is adapted from *Your Guide to Choosing a Nursing Home*,  
United States Department of Health and Human Services.  
For more information refer to <http://www.medicare.gov/pubs/pdf/02174.pdf>