

Questions & Observations to consider when choosing a nursing home

- **The atmosphere.**
 - How were you greeted during your visit? Were you made to feel welcome?
 - Was the staff friendly?
 - Were you given a comprehensive tour?
 - Were you invited to sit down and offered refreshments or left standing in the corridor till someone had the time to see you?
 - Were your questions appropriately answered?
- **The facility**
 - Was the facility clean?
 - Did it smell fresh and airy?
 - What activities do they offer?
 - Are the rooms a good size and bright?
 - How often are the rooms cleaned?
 - Can extra furniture be taken into the rooms?
 - Is there telephone and internet?
 - Are there single rooms?
 - Can residents eat their meals in their rooms or do they have to eat in the dining room?
 - Are residents provided with supper after the evening meal?
 - Do residents get a choice of meals?
 - How often is the menu changed?
 - Do residents have input into the menu and other decisions about the facilities operation?

- **The Care**
 - What about end of life care for your loved one/relative, are there staff with special skills/qualifications in this area?
 - What support is available for residents when another resident passes away?

Staff client ratio is important as is staff turnover.

- How many Registered Nurses are rostered at one time?
- If your loved one or relative has specific health requirements, does the facility have appropriately qualified staff?
- Ask how long Senior Management have held their position and what is their experience?
- Look at the body language of the staff as they communicate with any of the residents already in the home.
- Ask about the skills/training of those working in special areas eg dementia.



- Are external nursing agencies used to cover internal staff shortages?

Remember this is not a hospital you are visiting, it is going to be the home of your loved one or relative and where they are going to live out the rest of their days.

- **General**

- Is the home culturally appropriate for the needs of your loved one?
 - Is there a policy on social leave/overnight leave?
 - Are the nursing home values the same as yours?
 - What are the visiting times?
 - Can friends and relatives attend activities?
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