

Nursing Home Checklist

Name of Nursing Home: _____ **Date of Visit:** _____

	Yes	No	Comments
Basic Information			
Medicare-certified.			
Medicaid-certified.			
Level of care offered and bed available.			
Special services (e.g. dementia, rehab).			
Located close to family.			
Resident Appearance			
Clean, well groomed, appropriately dressed.			
Nursing Home Living Spaces			
Free from overwhelming unpleasant odors.			
Clean and well-kept.			
Temperature is comfortable for residents.			
Good lighting.			
Noise levels comfortable.			
Smoking not allowed or restricted.			
Staff			
Relationship between the staff and the residents appears to be warm, polite, and respectful.			
All staff wear name tags.			
Staff knock on the door before entering and refer to residents by name.			
In-Service training for all staff.			
Background checks on all staff.			
Full-time Registered Nurse (RN) in the nursing home at all times.			
Consistent staff.			
CNAs care for a reasonable number of residents.			
Full-time social worker on staff.			
Licensed doctor on staff.			
Nursing home's management team has worked together for at least one year.			

	Yes	No	Comments
Residents' Rooms			
Residents may have personal belongings and/or furniture in their rooms.			
Sufficient storage space.			
Each resident has a window.			
Residents have access to phone and T.V.			
Residents have a choice of roommates.			
Water pitchers accessible.			
Policies to protect resident's possessions.			
Hallways, Stairs, Lounges, and Bathrooms			
Exits are clearly marked.			
Quiet areas where residents can visit with friends and family.			
Smoke detectors and sprinklers.			
Facility designed for wheelchair use.			
Handrails in the halls and bathrooms.			
Menus and Food			
Residents have a choice of food items at meals. (Ask if your favorite foods are served)			
Nutritious snacks are available.			
Staff assists residents with feeding.			
Activities			
Variety of activities offered.			
Outdoor areas for resident use.			
An active volunteer program.			
Safety and Care			
Emergency plan in place/regular fire drills.			
Resident may see personal doctors.			
Hospital nearby for emergencies.			
Care plan meetings convenient for family.			
Corrected all deficiencies on last inspection.			

What to look for and questions to ask when visiting a nursing home/long-term care facility

When visiting a loved one in a nursing home/long term care facility, it is important to know what to look for and what type of questions to ask. Take time to look at your loved ones and their surroundings. Make note of any changes in their appearance or demeanor to get a better sense of the impact on them.

- 1) Observe your loved one's appearance and demeanor. Have they lost or gained weight? Does their hair, skin and nails appear clean and healthy? Has there been a change in their energy level, alertness, or in their ability to walk or get out of bed?
- 2) Look at what is happening in the building. Do rooms and common areas in the facility appear clean? Are face masks being worn? Does there appear to be a sufficient number of staff in the building?
- 3) Ask your loved one questions during your visit to get a better understanding of their experience. Ask how they are spending their days. What activities have they been doing. Ask if they are getting the help that they need from staff. Ask what medications they are taking and how they feel taking the medications.

If you have concerns or issues with the care your loved one is receiving:

- Talk to the nurse on duty.
- Request a care planning meeting.
- Talk to the Director of nursing or Administrator.
- Contact the Long-Term Care Ombudsman Program.
- Discuss issues with your facility's family council.
- File a complaint with Adult Abuse and Neglect Hot Line.

These suggestions are from the National Consumer Voice for Quality Long-Term Care. You can find more information at <https://theconsumervoice.org>.