

Quality of Care

Care Planning

- How is an individualized care plan created?
- How often is it updated?
- Are families involved in care planning meetings?

Daily Care

- What assistance is provided with bathing, dressing, toileting, and mobility?
- How do you support residents with dementia or cognitive decline?
- How do you handle behavioral changes or agitation?

Medical Oversight

- Are nurses on-site 24/7? Or LPNS
- Is there an on site physician or nurse practitioner? Can you use your own Doctors?
- How are medical emergencies handled?
- How are medications stored, managed, and administered?
- Can you fill your loved ones medications and bring to the facility?

Staffing & Training

- Staff to resident ratio (day/evening/overnight): _____
- What training do caregivers receive (dementia, mobility, CPR, de escalation)?
- What is the staff turnover rate? in last 6 months ? Year ?
- Are caregivers consistently assigned to the same residents?
- How does leadership support staff well being?
- What incentives do you have to retain staff ?

Cleanliness, Safety & Environment

- Are rooms and common areas clean and odor free?
- How often are rooms cleaned?
- What infection control practices are in place?
- Are there secure areas for memory care residents?
- Are hallways and bathrooms equipped with safety features?
- Are outdoor areas safe and accessible?
- Can residents personalize their rooms?

Dining & Nutrition

- Can we see a sample menu?
- Are meals cooked on site?
- How are dietary restrictions handled?
- Are snacks available throughout the day?
- Can residents eat in their rooms?
- Can family members join for meals?

Activities & Social Engagement

- What does a typical daily activity schedule look like?
- Are activities tailored to different abilities?
- Are weekend or evening activities offered?
- Are outings available?
- How do you encourage participation for withdrawn residents?

Family Communication

- How are families notified of changes in health or behavior?
- Is there a designated point of contact?
- Are families welcome to visit anytime?
- Are family councils or support groups available?
- Is the director available to families

Financial Transparency & Contracts

Monthly Costs

- Base monthly rate: _____
- What's included in the base rate?
- What services cost extra (medication management, incontinence care, escorts, etc.)?
- Are there tiered care levels? What does each cost?
- Can Families send in incontinence needed items instead of buying from facilities
- Do you retain the rate for first year
- What type of discounts can you offer

Billing & Increases

- How often do rates increase?
- Typical annual increase: _____
- How are families notified of rate changes? Do you meet the state requirement of 60 day notice

Contracts & Policies


- Is there an entrance fee or deposit? Is it refundable? Is there an activity fee
- What is the move out policy?
- What happens if care needs increase?
- Do you accept long term care insurance?
- Do you assist with Medicaid transitions?
- Do you have hoyer lifts if needed

 **Medical Services & Coordination**


- Are PT/OT/speech therapy services available on site?
- Do you coordinate with outside specialists?
- How are hospital transfers handled?
- What is the process for returning after hospitalization?
- Do have dental care come on site
- Do have foot care come on site
- Do you provide transportation to Doctors ? Dentist Eye Doctors if needed
- Do you screen for UTIs

 **Culture, Atmosphere & Resident Experience**

- Do residents appear engaged and well cared for?
- Do staff interact warmly and respectfully?
- Does the environment feel calm and welcoming?
- How do you help new residents adjust?
- Can we speak with current residents or families?

 **Your Observations**

- Did staff greet you warmly?
- Did the building feel safe and well maintained?
- Were residents participating in activities?
- Did the food look appealing?
- Would my loved one feel comfortable here?
- Visit at meal time

 **Notes**

Long Term Care Community Side by Side Comparison

Category	Community A	Community B	Commubnity C
Base Monthly Cost			
Levels of Care Offered			
Staff to Resident Ratio			
Nurse On Site 24/7	Yes / No	Yes / No	Yes / No
Medication Management Fee			
Incontinence Care Fee			
Entrance Fee / Deposit			
Rate Increase History			
Room Options (Private/Semi Private)			
Cleanliness Rating (Your Impression)			
Security / Memory Care Safety			
Activity Program Quality			
Dining Quality			
Therapy Services On Site			
Hospital Transfer Process			
Family Communication Quality			
Overall Atmosphere			
Would My Loved One Thrive Here?	Yes / No	Yes / No	Yes / No

Memory Care Specific Checklist

Memory Care Safety & Structure

- Are doors secured with alarms or keypads?
- Are outdoor areas enclosed and supervised?
- Are wandering prevention systems in place?
- Are hallways clearly marked with visual cues?

Specialized Dementia Training

- Do all staff receive dementia specific training?
- How often is training refreshed?
- Are staff trained in redirection and de escalation?

Behavioral Support

- How do you handle sundowning?
- How do you respond to agitation or aggression?
- Do you use non pharmacological interventions first?

Cognitive Engagement

- Are activities designed specifically for memory care?
- Are sensory programs available?
- Are activities offered in small groups or 1:1?

Medical & Emotional Support

- Are psychiatric or neurological specialists available?
- How do you monitor changes in cognition?
- How do you support residents emotionally?

Family Support

- Are families educated about dementia progression?
- Are support groups available?
- How often are care meetings held?