

Your Aged Care Facility Checklist

When you feel it is the right time for you to conduct further research into aged care facilities, there are some important questions you can ask that will make your decision an easier one.

Here is a checklist of possible questions to ask when conducting your own research for a suitable aged care or nursing home facility.

Contact Information

Aged Care Centre Name	
Contact Person	
Date	
Phone	

Regarding Aged Care staff

QUESTIONS	ANSWERS
<p>How frequently does the staff turnover?</p>	
<p>What is the staffing level on weekdays, weekends, and evenings?</p>	
<p>Do they have time to speak with you, or do you feel rushed?</p>	
<p>How would they manage your health condition? <i>How are medications and procedures arranged? And how do they handle emergencies or accidents such as falls?</i></p>	
<p>Do they appear genuinely interested in you, and do you see them interacting warmly with current residents?</p>	

Regarding current residents and their families

QUESTIONS	ANSWERS
<p>Do the residents appear happy and engaged or excessively groggy and overmedicated?</p>	
<p>Do they seem clean and well groomed?</p>	
<p>Do they seem like people you'd enjoy getting to know? <i>How do they respond to you? Try to observe social gatherings such as meals or other activities.</i></p>	
<p>If needed, are residents getting timely help to eat, and with getting to and from the gathering areas?</p>	
<p>If you see a family visiting, you can ask them about their impressions of the home and how their loved one has been treated.</p>	
<p>Ask if there is a family council and if you could attend.</p>	


Regarding management & resident involvement

QUESTIONS	ANSWERS
Is the facility accredited?	
How is the facility managed?	
What medical & personal services are provided?	
What dispute resolution procedures are in place?	
What arrangements are in place for maintenance of units, community facilities and grounds?	

Regarding the Aged Care facility

QUESTIONS	ANSWERS
<p>Cleanliness <i>Does the facility appear clean? Do you smell urine or strong deodorizers that may be covering up the smell of urine?</i></p>	
<p>Food <i>What kinds of meals are normally served? Does it look nutritious and appetising? How are special diets handled? What kind of help is available with meals, and do they have to be eaten at the same time or in a common area?</i></p>	
<p>Arrangement <i>Traditionally, aged care homes have been run like a medical facility, including a centralized nursing station with set medication and mealtimes. Some facilities, however, are now moving to a different model, with smaller communities and communal areas. If this type is available in your area, it may provide a more homely feel.</i></p>	
<p>Activities <i>What quality of life activities are available for residents? Are outside activities also arranged, health permitting?</i></p>	
<p>Experience with your condition <i>If a loved one has Alzheimer's or Dementia, for example, is there a special care unit or specialized staff and activities? How do staff handle behavioural problems like agitation or wandering?</i></p>	
<p>What security & emergency procedures are in place? <i>e.g. Is there an emergency call button system in place? If so, who responds to such calls?</i></p>	



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Regarding Aged Care Centre Life

QUESTIONS	ANSWERS
When can family and friends visit?	
Does the centre provide a bus or other transport and at what cost?	
Apart from the centre facilities, what services are available to you from the local community? <i>e.g. library, recreational, meals-on-wheels, hospitals, doctors.</i>	
What age group are the residents?	
Can you continue with your hobbies? <i>What clubs, social groups and activities are on offer?</i>	
Are the floor plans, gardens and entertaining areas right for you?	

QUESTIONS	ANSWERS
What is the security like in the village?	
Are the residents happy to talk to you about their experiences?	