



**Commonwealth of Massachusetts
Executive Office of Elder Affairs**

**LONG TERM CARE
OMBUDSMAN PROGRAM
1-800-AGE-INFO**



NURSING FACILITY AND REST HOME CHECKLIST

It is most important that you visit the nursing or rest home you are considering. Make an appointment to visit with the staff. Discuss any concerns with them. Try to visit during a mealtime. Observe the activities at the facility. If you take someone along with you on the tour, it may improve your observations.

Location & Grounds

Is the facility near family and friends?

Is public transportation available?

Is the facility near a hospital?

Is the facility in a pleasant setting?

Is there a safe or secure area for residents to get fresh air?

Is there space for strolling?

Are there ramps for handicapped access?

Lobby

Is the atmosphere welcoming?
Are there plants, flowers, or pictures?
Is it free from heavily scented sprays?
Are certificates and licenses displayed?

Hallways

Are they well-lighted?
Are there hand-rails?
Are they large enough for wheelchairs to pass?
Are they color-coded for easily finding areas in a large facility?
Are exits clearly marked?
Is it generally clean?

Attitudes and Atmosphere

Is the general atmosphere warm and pleasant?
Does the staff show concern for residents?
Is attention given to residents' grooming?
Is the staff courteous and respectful to residents?
Does the staff respond quickly to patient calls?

Administrative

Is it Medicaid certified?
Is it Medicare certified?
How many beds at each level of care?
Is there a current license from the State Department of Public Health?
Does the nursing home belong to any professional association?

Is there a licensed administrator?

Are inspection reports available for review in the nursing home?

Does there seem to be enough nurses and aides on duty to provide care?

Does the nursing home use a lot of "pool" or temporary staff?

Is the administrator courteous and helpful?

Does the administrator know the residents?

Is the administrator available to answer questions or complaints?

Is the admissions contract understandable and acceptable?

Medical/Nursing

Is there a medical director?

Are patients involved in their treatment planning?

Is a private physician allowed?

Does the staff physician examine residents?

Can medicine be purchased from a pharmacy of choice?

Is there emergency equipment (oxygen, etc.)?

Does the nursing home have a contract with an ambulance service?

Does the nursing home have a transfer agreement with a local hospital?

Is next of kin notified immediately when/if resident's condition changes?

Are other medical services available (dentists, podiatrists, etc.)?

Does the nursing home provide transportation to medical services if needed?

Is there restorative physical therapy?

Is there an isolation room and bath for patients with contagious diseases?

Activity Rooms and Activities

Is there room for activities?

Are there activities on the weekend?

How many hours of activities are planned for each week?

Is there an activities director?

Are events and activities posted?

Are there group and individual activities?

Are residents encouraged to participate?

Are there trips away from facility?

Are there any volunteers?

Are materials available? Free?

Are residents using equipment?

Activity Rooms and Activities (continued)

Are there newspapers and magazines available?

Are radios and televisions available?

Is there library service?

Is there a recreational relationship with another nursing home, school or agency?

Are there planned religious programs?

Is voting encouraged (absentee ballot)?

Are there barbers and beauticians available?

Residents Rights & Personal Freedom

Are resident rights posted throughout the facility?

Is there a program to help new residents adjust?

Are residents' family members involved?

Is there a social worker available to help residents and families?

Are there rooms for private visits with family, friends, an attorney or social worker?

Is there a public telephone(s) that is equipped for the hearing impaired?

Is a telephone accessible for wheelchair-bound residents where privacy is guaranteed?

Are quarterly accountings provided to residents whose funds the facility manages?

Are there extra charges for anything?

Are statements of funds available to resident and family?

Can residents wear their own clothes?

Is there a residents' council?

Is there an established grievance committee?

Are there extensive visiting hours?

Are the visiting hours posted?

What are times of rising and sleeping?

Dining Room and Dietary Services

Is there a dining room?

Is it attractive and inviting?

Are there comfortable chairs and tables?

Is there enough room to move around?

Can wheelchairs be accommodated in dining room?

Is it free from unpleasant odors?

Do those needing assistance with eating receive it?

Does the food appear and smell appetizing?

Are sample meals offered to prospective residents?

Are meals served at reasonable times?

Is the week's menu posted and followed?

Is there variety from meal to meal?

Are alternative choices available?

Does the dietitian plan special menus when needed?

Are guests allowed to dine with resident?

Are there snacks available?

Is food delivered to bedrooms when necessary?

Is breakfast served within 14 hours of the previous evening meal?

Bedrooms

Are the rooms cheerful and uncluttered?

Is care taken in selecting roommates?

How many beds are in a room?

Are linens on beds clean?

Is there adequate closet and drawer space for clothes?

Is there a locked drawer available in an accessible place?

Is there a call bell by each bed?

Bedrooms (continued)

Is there fresh water by each bed?

Do doors or walls have residents' name-plates?

Is there a reading light?

Can residents decorate their own rooms?

Can residents bring a reasonable amount of personal belongings?

Is there an easy chair?

Is there room for a wheelchair to maneuver?

Are rooms ventilated?

Are rooms air-conditioned?

Are there odors?

Toilet Facilities

Are they convenient to bedrooms and the lounge?

Is it easy to use a wheelchair?

Is there a working call bell?

Are there handgrips near toilets?

Are there non-skid floors?

Are the bathrooms supplied with toilet paper, soap & towels?

Are there shower facilities?

Do bathtubs have automatic transfer seats?

(This document is available in other accessible formats upon request.)