

ASSISTED LIVING AND MEMORY CARE FACILITY ASSESSMENT

GENERAL THINGS TO LOOK FOR

1. Is the residence clean? Use your senses – does it look clean? Is there an unpleasant odor?
2. Ask to be shown a resident room (with resident permission). Is the room clean, comfortable, and home e-like?
3. Ask to view a resident bathroom. Is there space for toiletries, and personal items? Are they stored appropriately? Does it have grab bars and an easily accessible shower? Are clean towels and washcloths available?
4. Are there areas available for private visits with friends and/or family? Is there an area for private dining?
5. Are the residents clean and well groomed?
6. Are the residents up and active during the day? Are they engaged in activities or interacting with people in common areas?
7. Is there an activity calendar posted or a copy available? Review the activities. Are they varied and interesting? Does the activities calendar reflect what the residents are doing?
8. Visit with the residents. Ask them how they like the residence. Ask them how they like the food, feel well cared for, and if they have enough to do.

PAY ATTENTION TO THE STAFF AND SERVICES PROVIDED

9. Observe the interactions between the staff and the residents. Does the staff seem to respect and enjoy the residents? Do residents seem to respond well to the staff?
10. Do staff members respect residents privacy? Do they knock on their doors and wait for a response before entering?
11. Are request for assistance responded to within minutes? All facilities are required to have a call system. Watch to see how quickly calls are responded to.
12. Do staff members look calm, well organized, and attentive to residents?
13. Do staff members acknowledge your presence? If you are visiting without a tour guide, someone should tactfully inquire about your presence at the residence.

SAFETY AND STAFFING

14. Is the community satisfactorily secured? Secure buildings? Secure grounds?
15. How long has the facility Executive Director been with the organization? Years' experience as an ED; in the field?
16. Confirm if the facility is licensed by the state of Idaho?
17. If they are licensed, read the results of the most recent survey conducted by the Idaho Department of Health and Welfare. This report provides details of any deficient practices found during the annual licensing inspection. https://www.flareslive.com/portal/SearchFacility.aspx

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18. Find out who owns the assisted living and if there is a management company involved. Ask if there are other residence this person or company operates in the region. You may want to review the survey results of these buildings as well.
19. Ask how complaints are addressed and how problems are resolved.
20. How many residents does your facility provide for at max?
21. How many hours / days a week is a nurse in the building? RN/LPN?
22. Is a nurse on duty 24 hours per day? If not, how many hours is a nurse on duty, and what are those hours?
23. What is the staffing ratio during the day? (number of residents per caregiver)
24. What is the staffing ratio at night?
25. What other staff is on duty during the day?
26. What type of training does the staff have?
27. How many hours of training does the staff receive a year?
28. Does each resident have an individual care plan?
29. Does the planning process include the resident, family and care team?
30. Is there a visiting physician? Who?
31. What medical services are available?
32. Can you care for wheelchair bound or bedridden residents?
33. Are you able to care for residents who are physically aggressive or who exhibit disruptive behaviors?
34. Can outside (visiting) care be arranged? If so, who coordinates that care?
35. What kind of individual alarms do you use for fall risk residents, etc.?
36. Can you easily find posted instruction on how to contact the ombudsman, Licensing and Certification and Adult Protective Services?

COMMUNITY POLICIES

37. Do they provide a thorough assessment before admission?
38. Do they allow pets? What type and what are the requirements?
39. What types of care are they not able to provide? How do they transition residents from memory care to skilled nursing?
40. How often do they update families about resident well-being; i.e., formal care conferences & informal updates?
41. What is the policy for handling a medical emergency; i.e., who will be notified?
42. What is the discharge policy? Under what circumstances will you issue an eviction notice?
43. Do you have an emergency evacuation procedure? Who are your back up facilities; how is transportation handled, etc.?

MEMORY CARE FEATURES & TREATMENTS

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44. What are the living arrangements? Memory care cottages? Neighborhood style?
45. Are specifically tailored food and nutrition plans created to individual's needs and capabilities?
46. Do they have walking paths for residents?
47. Do they have individualized activity plans or is it all group activities? Get a copy of the activity calendar.
48. Do they group residents by cognitive level?
49. Do they offer pet therapy?
50. Music therapy?
51. Reminiscence therapy?
52. Parkinson's care?
53. Snoozelen1 rooms? Or other light treatment?
54. Do they have an assisted living to Alzheimer's care bridge program for early stage patients?
55. Are activities scheduled and organized 7 days a week?
56. Are activities active and passive programs from life skills to exercise, music, art, current events and social activities?
57. Do they have dog walking services?
58. Do they have an assisted living to Alzheimer's care bridge program for early stage patients?

YOUR GUT CHECK

59. Does the staff appear to be knowledgeable and caring?
60. Do residents have free access to outdoor areas?
61. Is the community easy to navigate?
62. Does their philosophy of care resonate with you?

PRICING

63. How does the fee structure work? Is there one flat fee, or separate fees for housing and care?
64. What is the non-refundable community fee?
65. What are the room rates; range low to high?
66. Are these rates based upon a shared room?
67. How do you determine the cost of care; point ranges for levels of care or other?
68. Does the base rate include a basic level of care?
69. What are the prices for the various levels of care?
70. Total max cost depending on room type?
71. What is the notice period for vacating?

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72. Under what circumstances will you accept Medicaid?

¹ **Snoezelen** or controlled multisensory environment (MSE) is a **therapy** for people with autism and other developmental disabilities, dementia or brain injury. It consists of placing the person in a soothing and stimulating environment, called the "**Snoezelen**room".