

# When You Visit a Nursing Home

When you visit nursing homes to decide which is best for your loved one, use these questions as a guide.

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## Basic Information

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**Is the nursing home certified?**

- Yes. **By Medicare**     **By Medicaid**  
 No

**Does the nursing home have the level of care that you need (for example, skilled, custodial)?**

- Yes  
 No

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## Appearance of Residents

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**Are residents clean, appropriately dressed for the season or time of day, and well groomed?**

- Yes  
 No

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## Living Spaces

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**Is the nursing home free from overwhelming unpleasant odors?**

- Yes  
 No

**Does it appear clean and well-kept?**

- Yes  
 No

**Is the lighting good?**

- Yes  
 No

**Is smoking allowed or restricted to certain areas?**

- Yes  
 No

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## Staff

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**Does the relationship between the staff and residents appear to be warm, polite, and respectful?**

- Yes  
 No

**Do staff members knock on the door before entering a resident's room?**

- Yes  
 No

**Do they refer to the residents by name?**

- Yes  
 No

**Is there a full-time, Registered Nurse (RN) other than the administrator or director of nursing in the nursing home at all times?**

- Yes  
 No

**Does the same team of nurses and Certified Nursing Assistants (CNAs) work with the same resident 4 to 5 days a week?**

- Yes  
 No

**Are CNAs involved in care planning meetings?**

- Yes  
 No

**Is a full-time social worker on staff?**

- Yes  
 No

**Is a licensed doctor on staff?**

- Yes  
 No

**Can the doctor be reached at all times?**

- Yes  
 No

**Has the management team worked together for at least one year?**

- Yes  
 No

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### Residents' Rooms

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**Are residents allowed to have personal belongings and furniture in their rooms?**

- Yes  
 No

**Do residents have storage space (for example, a closet or drawers) in their rooms?**

- Yes  
 No

**Are there policies and procedures to protect residents' possessions?**

- Yes  
 No

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### Hallways, Stairs, Lounges, and Bathrooms

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**Does the nursing home have smoke detectors and sprinklers?**

- Yes  
 No

**Are all common areas, resident rooms, and doorways designed for wheelchair use?**

- Yes  
 No

**Are handrails in hallways and grab bars in bathrooms?**

- Yes  
 No

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### Menus and Food

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**Do residents have a choice of food items at meals (Ask if a favorite food is served.)?**

- Yes  
 No

**Are nutritious snacks available upon request?**

- Yes  
 No

**Do staff members help residents eat and drink if help is needed?**

- Yes  
 No

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### Activities

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**May residents, including those who are unable to leave their rooms, able to choose to participate in a variety of activities?**

- Yes  
 No

**Are outdoor areas available for residents to use?**

- Yes  
 No

**Do staff members help residents go outside?**

- Yes  
 No

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### Safety and Care

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**Is an emergency evacuation plan in place?**

- Yes  
 No

**Does the nursing home hold regular fire drills?**

- Yes  
 No

**Do residents still see their own doctors?**

- Yes  
 No

**Are arrangements made with a nearby hospital for emergencies?**

- Yes  
 No

**Has the nursing home corrected all deficiencies (failure to meet one or more federal or state requirements) on its last state inspection report?**

- Yes  
 No

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### Notes

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