

NURSING HOME ASSESSMENT BY RESIDENTS' FRIENDS AND FAMILY

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A list of basic questions to ask when you and your loved one visit a nursing home.

Facility Name: _____

Date Visited: _____

Address: _____

Nursing Home Information

1. The person in charge of the home is a registered nurse. YES NO
2. The home conducts background checks on all staff. YES NO
3. The home has Abuse Prevention Training. YES NO

1 = POOR. 3 = AVERAGE. 5 = EXCELLENT.

QUALITY OF LIFE

1. Residents can make choices about their daily routine. Examples are when to go to bed or get up, when to bathe, or when to eat. 1 2 3 4 5
2. The interaction between staff and patient is warm and respectful. 1 2 3 4 5
3. The home is easy to visit for friends and family. 1 2 3 4 5
4. Friends and family are made welcome. 1 2 3 4 5
5. Concerns raised by friends and family (including those of potential abuse) are taken seriously. 1 2 3 4 5
6. The nursing home meets you cultural, religious, or language needs. 1 2 3 4 5
7. The nursing home smells and looks clean and is well lighted. 1 2 3 4 5
8. The home maintains comfortable temperatures. 1 2 3 4 5
9. The resident rooms have personal articles and furniture. 1 2 3 4 5
10. The public and resident rooms have comfortable furniture. 1 2 3 4 5
11. The nursing home and its dining room are generally quiet. 1 2 3 4 5
12. Residents may choose from a variety of activities that they like. 1 2 3 4 5
13. The nursing home has outside volunteer groups. 1 2 3 4 5
14. The nursing home has outdoor areas for residents use and help residents to get outside. 1 2 3 4 5

QUALITY OF CARE

1. The facility corrected any Quality of Care deficiencies that were in the CQC Report. 1 2 3 4 5
2. Residents may continue to see their personal physician. 1 2 3 4 5
3. Residents are clean, appropriately dressed, and well-groomed. 1 2 3 4 5
4. Nursing home staff respond quickly to calls for help. 1 2 3 4 5
5. The administrator and staff seem comfortable with each other and with the residents. 1 2 3 4 5
6. Residents have the same caregivers on a daily basis. 1 2 3 4 5
7. There are enough staff during the day to care for each resident. 1 2 3 4 5
8. There are enough staff at night and on weekends or holidays to care for each resident. 1 2 3 4 5
9. The residents association is independent from the nursing home's management. 1 2 3 4 5
10. Care plan meetings are held at times that are easy for residents and their family members to attend. 1 2 3 4 5
11. The staffing mix adequately reflects the culture of the local community. 1 2 3 4 5

USEFUL TIPS

- A good patient/staff ratio is important to good care, but you should also consider other care factors. Examples are staff training programs and how long staff stay at the home. If staff changes frequently, ask why. If excessive agency staff are used, ask why.

NUTRITION

1. The home corrected any deficiencies in these areas that were on the recent CQC inspection report. 1 2 3 4 5
2. There are enough staff to assist each resident who requires help with eating. 1 2 3 4 5
3. The food smells and looks good and is served at proper temperatures. 1 2 3 4 5
4. Residents are offered choices of food at mealtimes. 1 2 3 4 5
5. Residents' weight is routinely monitored. 1 2 3 4 5
6. There are water jugs and glasses on table in the rooms. 1 2 3 4 5
7. Staff encourage residents to drink if they are not able to do so on their own. 1 2 3 4 5

8. Nutritious snacks are available during the day and evening. 1 2 3 4 5

9. The dining room environment encourages residents to relax, socialize, and enjoy their food. 1 2 3 4 5

USEFUL TIPS

- Ask the professional staff how the medicine a resident takes can effect what they eat and how often they may want something to drink.
- Visit at meal time. Are residents rushed through meals or do they have time to finish eating and to use the meal as an opportunity to socialize with each other?
- Sometimes the food a home serves is fine, but a resident still will not eat. Like everyone, nursing home residents like some control over their diet. Can they select their meals from a menu or select their mealtime?
- If residents need help eating, do care plans specify what type of assistance they will receive?

SAFETY

1. There are handrails in the hallways and grab bars in the bathrooms. 1 2 3 4 5

2. Exits are clearly marked. 1 2 3 4 5

3. Spills and other accidents are cleaned up quickly. 1 2 3 4 5

4. Hallways are free of clutter and well-lighted. 1 2 3 4 5

5. There are enough staff to help move residents quickly in an emergency. 1 2 3 4 5

6. The nursing home has smoke detectors and sprinklers. 1 2 3 4 5

FACILITY TOTAL — (out of a possible score of 200)

OTHER OBSERVATIONS AND COMMENTS: