HeartHomes
Assisted Living and Memory Care

WHAT TO LOOK FOR IN ASSISTED LIVING

QUESTION CHECKLIST

STAFFING, CARE & PHILOSOPHY

- ◯ How does the facility personalize care plans over time?
- ◯ How do staff support residents' emotional well-being and social engagement?
- ◯ Are caregivers assigned to the same residents regularly, or do they rotate?
- ◯ What is the average tenure of caregivers and nurses here?
- ◯ How does the facility retain experienced staff?
- ◯ Has there been a lot of leadership turnover in recent years?
- ◯ What is the staff-to-resident ratio, and how does it change based on care levels?
- ◯ What ongoing training do caregivers receive? How often is it updated?
- ◯ What is the average staff turnover rate? Do residents have consistency in caregivers?
- ◯ Are staff trained in dementia and Alzheimer's care, even if a resident isn't in memory care?
- ◯ Does this community offer memory care services in addition to assisted living?
- ◯ If my loved one develops dementia, can they stay in the same community?
- ◯ How does the transition to higher levels of care work?
- ◯ Are there staff trained in dementia care to recognize early signs of cognitive decline?

SAFETY, SECURITY, AND CLEANLINESS

- ◯ How often are rooms and common areas cleaned?
- ◯ What infection control measures are in place to protect residents from illness?
- ◯ How quickly does maintenance respond to repair requests?
- ◯ What emergency response systems are in place?
- ◯ Are staff trained in first aid, CPR, and fall prevention?
- ◯ How does the community prevent wandering for residents with memory impairments?
- ◯ Are staff on site 24/7?

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QUALITY OF CARE & MEDICAL SUPPORT

- ◯ Are caregivers trained to monitor chronic conditions like diabetes or heart disease?
- ◯ What emergency medical response training do staff members receive?
- ◯ How do caregivers handle mobility issues or residents with assistive devices?
- ◯ Is there a registered nurse (RN) or medical staff available 24/7?
- ◯ How are medical emergencies handled, and what's the response time?
- ◯ Are specialized treatments like wound care, physical therapy, or memory care support available on-site?
- ◯ Who is responsible for medication administration, and how are dosages verified?
- ◯ How are medication changes handled, and how do they communicate with doctors?
- ◯ Are there safeguards in place to prevent medication errors?

SOCIAL ENGAGEMENT, OUTDOOR SPACES & ACTIVITES

- ◯ What types of daily and weekly activities are offered?
- ◯ Is there flexibility for residents to suggest or create new activities?
- ◯ How does the staff encourage participation for those who are more introverted?
- ◯ How does the community help new residents integrate and make friends?
- ◯ What efforts are made to prevent isolation among residents?
- ◯ Are there programs that connect residents with the larger community?
- ◯ Does the community allow pet visits or offer a pet therapy program?
- ◯ Are there community pets that residents can interact with?
- ◯ Can residents bring their own pets, and if so, what are the rules?
- ◯ Are there regular live music or entertainment events?
- ◯ Does the community provide art, music, or lifelong learning opportunities?
- ◯ Are there quiet spaces for residents who prefer independent activities like reading or crafting?
- ◯ How often does the community host seasonal celebrations or cultural events?

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DINING EXPERIENCE

- ◯ What kinds of meals are typically served? Can I see a sample menu?
- ◯ How are meals tailored to residents' dietary restrictions?
- ◯ Are snacks and alternative meal options available outside of regular dining hours?
- ◯ Can residents choose where to eat (e.g., common dining area vs. in their room)?
- ◯ Are special dining events or themed meals offered to create variety?

SERVICES AND AMENITIES

- ◯ Are there secure outdoor areas, especially for memory care residents?
- ◯ Is there a shaded seating area for residents who want to relax outdoors?
- ◯ Are outdoor spaces accessible for residents with mobility challenges?
- ◯ Is daily housekeeping and laundry included in the base cost?
- ◯ How frequently are linen changes and room maintenance performed?
- ◯ What types of transportation services are available, and how often?
- ◯ Are there safe outdoor areas for assisted living and memory care residents?

FAMILY INVOLVEMENT & COMMUNICATION

- ◯ How often does the staff provide health and wellness updates to families?
- ◯ Are there opportunities for family involvement in activities and special events?
- ◯ What is the visitation policy, and are there any restrictions on frequency or time of day?
- ◯ If family members live far away, how does the community keep them informed about their loved one's well-being?

LIVING SPACES & COMFORT

- ◯ Are private and shared room options available?
- ◯ Can residents personalize their living space with their own furniture and decorations?
- ◯ What safety features are included in the living spaces?
- ◯ Do residents have access to outdoor patios, gardens, or sunrooms?

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COST, FEES AND FINANCIAL TRANSPARENCY

- ◯ Is pricing all-inclusive, or are there additional fees for certain services?
- ◯ What is the monthly cost, and how does it change if care needs increase?
- ◯ Are there move-in fees or security deposits? If so, are they refundable?
- ◯ What payment options or financial assistance programs are accepted?
- ◯ Can a resident transition to memory care if needed without relocating?

REPUTATION, REVIEWS & QUALITY OF CARE

- ◯ Are there any recent state inspection violations? If so, how were they addressed?
- ◯ What do family members say about their experience in online reviews?
- ◯ How long has the executive director, nursing staff, and caregivers been with the community?
- ◯ Can I speak with current residents or their families about their experience?
- ◯ How does the community handle complaints or concerns?

FINAL STEPS: TOURING & TRIAL STAYS

- ◯ Schedule a tour and observe staff interactions with residents.
- ◯ Stay for a meal to experience the dining options firsthand.
- ◯ Check the atmosphere: Do residents seem happy and engaged?
- ◯ Ask about short-term respite stays as a trial before committing.

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