

## Choosing a facility: Questions to ask

### Ownership / Management

- Who owns the facility? Do they belong to an association?
- Who manages the facility? What experience do they have?
- What is the level of staff turnover?
- Is there a residents' committee?
- Are there other levels of care on the same site?
- Is the facility on the market or about to change manager?

### Additional Costs

- Do you have to pay more than maximum contribution? If so, what for?
- Is there an extra charge for an ensuite / superior room?
- Do you need to provide a guarantor for payment?
- Ask for a copy of the Admission Agreement and check for additional charges.

### Meals

- Ask the residents about the food.
- What times are the meals - when is the main meal?
- Are the meals cooked on site or delivered?
- Are special / culturally appropriate diets available?

### Care

- How are family / whanau involved in writing the Care Plan and reviews?
- What is the ratio of staff to residents?
- For rest homes, how many hours per week is a registered nurse on duty, and when?
- Which doctor visits, how often, and is there a choice?
- Can you have a shower every day?

### Other Services

- Does a hairdresser call?
- Does the facility do residents' hand-washing? What happens about items lost in the laundry?
- Is transport available for appointments and activities? Can it carry wheelchairs?
- Is there a free private phone for resident use?

## Bedrooms

- Can you bring your own furniture?
- Is the bed a comfortable height?
- Can people enter your room without permission?

## Bathrooms

- How close are the toilets to the bedrooms?
- Is there an ensuite? Ensuite usually means your own private toilet. A communal shower is often acceptable, as most residents need help.
- Is there a bath? Many facilities offer only a shower.

## Grounds and Building

- Would you prefer a small or a large facility? Small facilities offer a more homely, personal environment, a larger place may have more company and organised activities.
- How many lounges are there? Is there a choice?
- Is there a pleasant, sheltered outdoor area to sit?

## Activities

- How many hours per week does the activities person work?
- Are outings arranged and how often can each resident go?
- Is there extra cost for outings or activities?

## Rules

- What happens if you want to move?
- Is there an area where residents can smoke?
- Can residents drink alcohol?
- Can you take your pet with you?

## Fire Safety

- Ask to see the Fire Certificate. An alarm system with both sprinklers and smoke alarms provides the best protection. Ask to see written proof of the last evacuation drill.
- Residents should only be moved outside in an extreme emergency. Are there safe areas within the complex?

## Concerns

- How does a family / whanau member raise a concern? It is 'ok' to talk about concerns.
- Is there an independent advocate? Who is it?