

Nursing Home Checklist

Visit Information

Name of Nursing Home:

Address:

Phone Number:

Date of Visit:

Basic Questions	Yes	No	Comments
Medicare certified?			
Medicaid certified?			
Level of care I need?			
Bed available?			
Specialized services? Dementia? Ventilator? Rehabilitation?			
Close enough to visit?			

Resident Appearance	Yes	No	Comments
Residents clean, well groomed, and appropriately dressed?			

Living Spaces	Yes	No	Comments
Overwhelming unpleasant odor?			
Clean and well kept?			
Temperature comfortable?			
Good lighting?			
Noise levels comfortable?			
Smoking allowed? Restricted to certain areas?			
Furnishings sturdy? Comfortable? Attractive?			

Residents' Rooms	Yes	No	Comments
Personal belongings and furniture allowed?			
Storage space in room? Lockable?			
Windows in bedrooms?			
Access to a personal phone and television?			
Choice of roommates?			
Policies and procedures to protect residents' possessions?			

Hallways, Stairs, Lounges & Bathrooms	Yes	No	Comments
Exits clearly marked?			
Quiet areas for visits with friends and family?			
Smoke detectors and sprinklers?			
Are areas designed for wheelchair use?			
Handrails and grab bars in hallways and bathrooms?			

Menus and Food	Yes	No	Comments
Choice of food items at each meal? (Ask if your favorite foods are served).			
Can special dietary needs be met?			
Nutritious snacks available upon request?			
Staff able to help residents eat and drink at mealtimes?			

Activities	Yes	No	Comments
What's available? Any if room-bound?			
Residents have a role in planning activities?			
Outdoor areas for resident use? Staff available to help residents go outside?			
Active volunteer program?			

Staff	Yes	No	Comments
Relationship between staff and residents warm? Polite? Respectful?			
Staff wear name tags?			
Staff knock on the door before entering a resident's room? Staff refer to residents by name?			
Any training and continuing education program for all staff?			
Do they check the state nurse aid registry?			
Licensed nursing staff 24 hours a day? Registered Nurse (RN) present at least 8 hours per day, 7 days a week?			
Team of nurses and Certified Nursing Assistants (CNAs) to meet my needs?			

Staff	Yes	No	Comments
CNAs help plan the care of residents?			
Staff assigned to meet my social needs?			
Will staff contact my doctor for me, if needed?			
Turnover in administration staff, such in the past year?			

Safety and Care	Yes	No	Comments
Emergency evacuation plan? Regular fire drills (bed-bound) residents included?			
Preventive care? Yearly flu shot? Hearing screenings or vision tests?			
Facility help residents to their personal doctors?			
Arrangement with a nearby hospital for emergencies?			
Convenient and flexible times for meetings with residents and family members?			

Safety and Care	Yes	No	Comments
Federal/state complaints?			

Visit Again

It's a good idea to visit the nursing home a second time. It's best to visit on a different day of the week and a different time of day than your initial visit. Staff can be different depending upon the time of day and on weekends:

Notes on second visit:

Go to a Resident Council or Family Council Meeting

While you're visiting the nursing home, ask a member of the resident council if you can attend a resident council or family council meeting. These councils are usually organized and managed by the residents or the residents' families to address concerns and improve the quality of care and life for the resident.

If you are able to go to a meeting, ask a council member the following questions and take notes:

- What improvements were made to the quality of life for residents in the last year?
- What are the plans for future improvements?
- How has the nursing home responded to recommendations for improvement?
- Who does the council report to?
- How does membership on the council work?
- Who sets the agendas for meetings?
- How are decisions made (for example, by voting, consensus, or one person makes them)?

Additional Information & Resources Available At:

- [Nursing Home Compare](https://www.medicare.gov/nursinghomecompare) (medicare.gov/nursinghomecompare)
- [Home Health Compare](https://www.medicare.gov/homehealthcompare) (medicare.gov/homehealthcompare)
- [Search for Adult Foster Care / Homes for the Aged Facilities](https://dleg.state.mi.us/brs_afc/sr_afc.asp) (dleg.state.mi.us/brs_afc/sr_afc.asp)

Attorney General Dana Nessel

877-765-8388
mi.gov/ce

