



Asking the Right Questions

- What is the model of payment? Is the pricing “all inclusive,” or is there a base rate with additional “levels of care?”
- Can the care home provide the care I need or may need in the future?
- What is the frequency and process for re-evaluation of a resident’s care requirements?
- How does the care home track the hours and care services provided, and is that information made available to the resident’s family?
- Is the care home licensed, bonded, and insured?
- How many staff and caregivers are present during the day and overnight?
- Does the care home offer the amenities I want, as well as meals and activities that fit my preferences?
- Are there hospitals or urgent-care centers nearby?
- Are there any discharge or relocation provisions and, if so, what is the process?
- What precautions are the care home taking to prevent and monitor COVID-19?
- What differentiates their care home from others?
- Does the care home have in-house transportation for residents?
- Can residents come and go as they please, and are staff available to assist residents on outings?
- If you’re a fall risk or your loved one is a wanderer, are there security and safety measures in place?
- How often are linens and laundry washed?
- Is there a menu available that shows what foods are served for the upcoming week or month? What is the schedule for meals and snacks?
- Are there social activities planned for the residents?



Things to Consider when Taking a Tour

- Is the care home near family and friends, and are there restrictions for when residents can have visitors?
- Is the staff compassionate and focused on the residents' individual needs?
- Is the staff skilled and knowledgeable about the specific care needs of the residents?
- Is the staff respectful of residents' privacy and dignity?
- Is the care home kept clean and accessible?

If you would like further advice on your search for the perfect care home, contact us to speak with one of our advisors. We don't ask for any personal information because your privacy is important to us.

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