

PRESBYTERIAN MANORS OF MID-AMERICA

Memory Care

TOUR CHECKLIST

ENVIRONMENT

- As you arrive at the community and enter the lobby, what does it feel like? Is it warm and inviting?
- As you tour the community, are the sights and sounds pleasing, calm and relaxing?
- Were you warmly welcomed by a staff member and given the attention you were looking for?
- Do you receive cheerful acknowledgment from all staff members?
- Do active residents seem engaged and do residents look good, appear happy and comfortable?
- Are amenities, activities, services and supervision appropriate for your loved one?
- Are staff members appropriately dressed, personable and outgoing?
- Do the staff members talk with each other and the residents in a respectful, kind manner?
- Is the layout of the community easy to navigate?
- Are colors used to help residents recognize their hallway or living area?
- Does the community have secured or alarmed doors to ensure resident safety?
- Do the residents have access to outdoor areas? Are the areas secure and monitored?

Notes:

PHYSICAL FEATURES

- Does the community have the right type of licensure — Alzheimer’s, dementia or memory care endorsement?
- Is the floor plan easy to follow?
- Are doorways, hallways and rooms accommodating to wheelchairs and walkers?
- Does the community have good natural and/or artificial lighting?
- Is the community clean, free of odors and appropriately heated/cooled?
- Does the community have sprinklers, smoke detectors and clearly marked exits?
- Does the community have a means of security if a resident wanders?
- Are residents able to wander freely within the community?
- Can residents or family members decorate their own apartments?
- Do the residents have adequate privacy to promote dignity?

Notes:

NEEDS ASSESSMENTS, RESIDENCY AGREEMENTS AND FINANCES

- Does the periodic resident's assessment process include the resident's family/responsible party, community staff and the resident's physician?
- Is a residency agreement available that discloses personal care and supportive services, all fees, as well as move-in and move-out provisions? What is the process for refunds and transfers?
- Is there a written plan of care for each resident? How frequently is it reviewed and updated?
- Does the community have a process for assessing a resident's need for services?
- Are resident needs addressed periodically?
- Are additional services available if the resident's needs change?

Notes:

MEDICATION AND HEALTH CARE

- Do the caregivers have specialized training in effectively communicating with and caring for residents who have a memory impairment?
- Does the community have specific policies regarding storage of medications, assistance with medications and record-keeping? Does it offer ongoing training to staff? Are they well-supervised?
- Is medication administration efficiently performed by nurses or trained med techs? Are trained staff available 24 hours for orders as needed?
- Does the community have a clearly stated procedure for responding to a resident's medical emergency?
- Does the community staff know how to manage different behaviors brought on by the memory impairment disease?
- Does the staff understand the importance of intervention techniques or other approaches to reduce the need of behavioral medications?
- Do current residents appear to have proper hygiene and combed hair? Are they cleanly shaven and are they wearing matching clothes free of incontinence odors?

Notes:

ADDITIONAL CONSIDERATIONS

- Are the residents actively engaged in activities that are appropriate and/or interesting to those with Alzheimer's or dementia?
- Are there "activities of daily living" tasks residents can assist with, such as folding napkins or gardening?
- Does the community have a posted activity schedule or calendar?
- Can the community provide a list of available personal care services?
- Does the community arrange transportation for all scheduled medical appointments?
- Is staff available to provide 24-hour assistance with activities of daily living, if needed? This may include bathing, dressing, grooming, eating or mobility.
- Does the community offer barber/beautician services onsite?
- Do you have good rapport with the management and care team? Do you feel comfortable in their abilities and trust them to provide for your loved one's needs?

Notes: