Evaluating Memory Care

Atmosphere
As you arrive at the residence, do you like the location and outward appearance?
As you enter the lobby and tour the residence, is the décor attractive and homelike?
Did you receive a warm greeting and welcome from staff members?
Does the residence director/staff call the residents by their names and interact warmly with them?
Do the residents socialize with one another and appear happy and comfortable?
Do the residents seem to be appropriate housemates for you or your loved one?
Are staff members appropriately dressed, personable and outgoing?

Physical Features
Are doorways, hallways and rooms accommodating for wheelchairs and walkers?
Are handrails available to aid in walking?
Does the residence have good artificial and natural lighting?
Is the residence clean, free of odors and appropriately heated/cooled?
Does the residence meet local and state licensing requirements?

Needs Assessments, Contracts, Costs, and Finances
Is there a written plan for the care of each resident?
What is the process for assessing a potential resident’s needs how often is this updated after move-in?
Does this process include the resident, their family, staff members and the resident’s healthcare provider?
When may a contract be terminated and what are the refund policies?
Are there any government, private, or corporate programs available to help cover the costs of services?
Is a contractual agreement available for accommodations, personal, health or supportive services?
Are additional services available if the resident’s needs change?
Are there different costs for various levels or categories of services?
Is the staff available to meet scheduled and unscheduled needs?
Can your loved one age in place regardless of behavioral or end-of-life issues or will they need to be moved at a certain point?

Services
Can the residence provide a list of services it provides?
Is the staff available to provide 24-hour assistance with activities of daily living as needed (i.e., dressing, eating, mobility, hygiene/grooming, bathing, toileting, incontinence, telephone use, and laundry)?
Does the residence provide housekeeping services in each resident’s rooms?
Does the residence provided laundry and linen services to each resident?
Does the residence provide transportation to healthcare appointments? If not, how are visits arranged?
Can arrangements be made for transportation on fairly short notice?
Are pharmacy services offered on-site?
Are physical therapy services offered on-site?
Does the residence provide a hairdresser, shopping trips, and community outings?
If the time comes, is end-of-life or hospice care available on-site?
Evaluating Memory Care, Continued

**Medications and Health Care**
- Does the residence have specific policies regarding storage of medications, assistance with medications, training and supervision of staff, and record keeping?
- Is there a staff member to help coordinate medical and therapy visits, if needed?
- Are staff members able to assist residents who decline in memory, orientation or decision-making skills?
- Does a physician or nurse visit the resident regularly to provide medical checkups?
- Does the residence have a clearly stated procedure for responding to resident’s medical emergencies?
- To what extent are medical services available and how are these services provided?
- Is the staff knowledgeable about medications specific to your love one?
- Are staff trained in proper lifting techniques and is a mechanical lift available?

**Food Service**
- Does the residence provide three well-balanced meals a day, seven days a week?
- Are snacks available between meals?
- Are common dining rooms available?
- May a resident eat a meal in his or her room and may they request special/favorite meals or snacks?

**Individual Features**
- Do dining room menus display a variety from day to day and meal to meal?
- Are there different sizes and types of resident rooms available?
- Are resident room’s single or double occupancy?
- Is there a 24-hour emergency response system that is accessible in each resident room?
- Are there private baths in each room or shared bathrooms?
- Are bathroom areas private with handicapped accommodations?
- Are residents able to bring their own furniture or what furniture does the home supply?
- Do all rooms have telephone and cable television hook-ups? How is the bill for these services handled?
- May residents smoke? If yes, where?

**Social and Recreational Activities**
- Is there evidence of an organized activity program (i.e. posted calendars, activities in progress, reading materials available, video movies, daily newspapers delivered, etc.)? What are some activities provided?
- Do residents participate in activities outside of the residence?
- Do volunteers, family members and friends assist with or conduct activity programs and events?
- Does the residence create a sense of community by having residents participate in group activities and simple work-type chores within their abilities?
- Are residents’ pets allowed to live at the residence? Who is responsible for their care?

**Residence Directors/Managers**
- Was the residence director/manager friendly and informative?
- How long has the residence director/manager been with the facility and in the field?
- What is the background of the residence director/manger? Nurse etc…
- Would you enjoy dealing with the residence director/manager on a regular basis?