

LONG-TERM CARE INFORMATION GUIDE

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If you feel that a loved one's safety or health is at risk if they remain living at home, consult with their doctor about whether a long-term care facility may be appropriate. Before beginning to evaluate facilities, you will need to know the level of care that is needed. The official form that is filled out by a doctor to indicate this is called an **FL-2**.

Types of Long-Term Care

There are two basic types of long-term care facilities, corresponding to different levels of care:

- **Skilled care:** **Skilled nursing facilities**, also called **nursing homes** or **rehabilitation (rehab) centers**, are appropriate when an individual needs ongoing nursing intervention (following an illness, or for chronic conditions) or for short-term intensive physical, occupational, or speech therapy. Patients need skilled care services, but do not require hospital care. Care is provided under the direction of a physician.
- **Assisted living:** Licensed as "**adult care**" in North Carolina, an assisted living level of care is appropriate for individuals who do not need skilled medical intervention but cannot live alone unsupervised. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision are included. Care can be provided in **adult care homes** (also called assisted living facilities, rest homes, or homes for the aged), which are licensed to care for seven or more residents, or **family care homes**, which are licensed to care for 2-6 residents. Some skilled care facilities and retirement communities also have adult care (assisted living) sections. There are also group home options for specific populations, such as DDA homes for developmentally disabled adults.

Paying for Long-Term Care

Long-term care can be extremely costly. A typical cost in Wake County may be \$4,000-\$8,500 per month for an assisted living facility, and \$7,000 or more per month for a skilled care facility.

When evaluating facilities, be sure to discuss payment options. For nursing facilities, ask if the facility is Medicare and Medicaid-certified. For assisted living facilities, ask if the facility accepts Special Assistance. If you anticipate applying for public funding, ask if the facility requires payment in advance if there is an application pending.

Medicare:

It is a common misconception that Medicare will cover most of the cost of long-term care. In fact, Medicare pays for less than 2% of skilled care, limited to short-term stays after an individual meets strict criteria including prior hospitalization, and Medicare does not pay for assisted living care under any circumstances.

Medicaid:

Medicaid rules are complex. It is a good idea to get information from a specialist before money runs out, and before considering any transfers of assets.

- **Long Term Care Medicaid:** The cost of **skilled care** can be covered by Long Term Care Medicaid, also referred to as “Nursing Home Medicaid,” for many people who have exhausted their personal resources. To be eligible, an individual must meet age and disability criteria as well as income and resource (asset) limits. The eligibility requirements for receiving Medicaid in a nursing home are quite different from the Medicaid requirements for community-dwelling adults; many people not eligible for Medicaid when living at home become eligible when they enter a nursing home. Also, it is **not** the case that a couple must use up all of their joint assets in order to qualify one of them for nursing home Medicaid; current rules allow some assets and income to be allocated for the use of the spouse who remains at home. Owning a home does not automatically disqualify you from getting Medicaid, but transferring the home or other property to a different owner (other than the spouse) could make an individual ineligible for coverage. **For more information contact Wake County Human Services, at 919-212-7000 (ask for the Long-Term Care Medicaid office). Also see: www.wakegov.com/medicaid.**
- **Special Assistance:** The cost of **assisted living care** can be covered not by Medicaid directly, because it is not considered a medical service, but rather under a state/county program called Special Assistance. To be eligible, an individual must meet strict age and disability criteria as well as income and resource (asset) limits. An applicant whose income is too high is ineligible even if they cannot afford to pay privately for care. If eligible, Special Assistance pays for the room and board portion of costs, after the resident’s own income has been applied (individuals are only allowed to keep a very small amount of their income), and the resident also receives Medicaid to cover the cost of medical care and prescription medications. **For more information contact Special Assistance at Wake County Human Services, at 919-212-7138. Also see: www.wakegov.com/medicaid.**

Even if a facility accepts Medicaid or Special Assistance, they may limit the number of beds allocated for patients on public assistance. As a result, it may be difficult to find a long-term care bed for an individual who is entering the facility on Long Term Care Medicaid or Special Assistance. It is often easier to find a place if the individual is able to pay privately for some period of time, then convert to public assistance funding when personal resources are exhausted.

Long-Term Care Insurance:

If you have long-term care insurance, call a representative for more information about your policy’s benefits, specific to long-term care in a facility, as policies vary.

Evaluating Facilities

When visiting facilities, ask plenty of questions to be sure the facility provides the level of care and staff training that your loved one requires. Visit more than once if possible, at different times of day and on different days of the week. For a detailed checklist to use when evaluating facilities, see the **Guide to Choosing a Long-Term Care Facility** at www.resourcesforseniors.com/resource/choosing_a_long-term_care_facility.pdf, or call Resources for Seniors to request a copy. **Senior & Adult Services** at Wake County Human Services may also be helpful to families making placement decisions. See page 10.

SKILLED CARE FACILITIES

(Skilled Nursing Facilities and Rehabilitation Facilities)

This is a partial listing of facilities licensed in Wake County to provide skilled nursing care. Most also provide rehabilitation services such as physical or occupational therapy for patients recovering from surgery or illness. Some have adult care (assisted living) sections. **The following facilities participate in Medicare and Medicaid, but Medicaid beds may be limited.**

Ratings Resource:

Medicare Care Compare, www.medicare.gov/care-compare

Choose “Nursing homes” in the “Provider type” drop-down menu to search for Medicare-certified nursing homes and rehab facilities by location. Listings show an overall rating based on quality of resident care, staffing levels, and health inspection reports.

- BellaRose Nursing and Rehab** www.bellarosehealth.com **919-985-8400**
200 BellaRose Lake Way, Garner, 27529
Licensed for 100 nursing patients. Short-term and long-term rehabilitation and skilled nursing care.
- Capital Nursing and Rehabilitation Center** <http://libertyhealthandrehab.com/capitalnursing/>
919-231-6045
3000 Holston Lane, Raleigh, 27610
Licensed for 125 nursing patients. Rehabilitation and nursing care.
- Cary Health and Rehabilitation Center** **919-851-8000**
6590 Tryon Road, Cary, 27518
Licensed for 120 nursing patients. Long-term nursing care. Dementia care on a case-by-case basis.
- Glenaire** www.glenaire.org **919-460-8095**
4000 Glenaire Circle, Cary, 27511
Continuing Care Retirement Community (CCRC) that offers direct admission to Nursing level of care. Licensed for 71 certified beds. Ages 62+.
- Hillcrest Raleigh at Crabtree Valley** www.hillcrestnc.com/raleigh-nc **919-781-4900**
3830 Blue Ridge Road, Raleigh, 27612
Licensed for 134 nursing patients. Specializes in inpatient rehabilitation.
- Hillside Nursing Center of Wake Forest** hillsidenursingcenter.com **919-556-4082**
968 Wait Avenue, Wake Forest, 27587
Licensed for 130 nursing patients, 20 adult care, plus Dementia care with NO secure unit.
Rehabilitation services inpatient and outpatient
- The Laurels of Forest Glenn** www.ciennahealthcare.com **919-772-8888**
1101 Hartwell Street, Garner, 27529
Licensed for 140 nursing patients. Rehabilitation and nursing care.
- Litchford Falls Healthcare & Rehabilitation Center** <https://litchfordfallshealthrehab.com/>
..... **919-878-7772**
8200 Litchford Road, Raleigh, 27615
Licensed for 90 nursing patients. Short and long-term rehabilitation and nursing.
- PruittHealth – Raleigh** www.pruitthealth.com **919-755-0226**
2420 Lake Wheeler Road, Raleigh, 27603

Licensed for 150 nursing patients (including 20 dementia care). Short and long-term rehabilitation and nursing care.

Raleigh Rehabilitation Center www.raleighrehabhc.com**919-828-6251**
616 Wade Avenue, Raleigh, 27605

Licensed for 157 nursing patients. Short and long-term rehabilitation and nursing care.

Sunnybrook Rehabilitation Center www.sunnybrookrehab.com.....**919-231-6150**
25 Sunnybrook Road, Raleigh, 27610

Licensed for 95 nursing patients. Short-term and sub-acute rehabilitation, and long-term nursing.

Tower Nursing and Rehabilitation Center www.townernursing.com**919-231-8113**
3609 Bond Street, Raleigh, 27604

Licensed for 180 nursing patients, and 6 adult care. Rehabilitation and nursing care.

UNC Rex Rehabilitation and Nursing Care Center, Apex www.rexhealth.com**919-363-6011**
911 S. Hughes Street, Apex, 27502

Licensed for 107 nursing patients. Short-term and post-acute rehabilitation, and nursing care.

Perry Creek Health & Rehabilitation, Fuquay-Varina.....**919-577-0421**
410 S. Judd Parkway SE, Fuquay-Varina, 27526 <https://fuquay-varinahealthrehab.com/>

Licensed for 100 nursing patients. Rehabilitation and nursing care.

Perry Creek Health & Rehabilitation, North Raleigh.....**919-872-7033**
5201 Clarks Fork Drive NW, Raleigh, 27616 www.perrycreekhealthrehab.com

Licensed for 132 nursing patients. Rehabilitation and nursing care.

Wellington Rehabilitation and Healthcare www.wellingtonrehab.com**919-266-7744**
1000 Tandall Place, Knightdale, 27545

Licensed for 80 nursing patients. Short and long-term rehabilitation, and long-term nursing care. Dementia care on a case-by-case basis.

Zebulon Rehabilitation Center www.zebulonrehab.com**919-269-9621**
509 W. Gannon Avenue, Zebulon, 27597

Licensed for 60 nursing patients.

ASSISTED LIVING FACILITIES

(Adult Care Homes and Family Care Homes)

Ratings Resources:

North Carolina Star Rating Program, <https://info.ncdhhs.gov/dhsr/acls/star/search.asp>

Ratings system for assisted living facilities in North Carolina, based on inspections. Ratings are 1-4 stars, with 3 being a basic score. Deductions are given for violations. 4 stars can only be earned after two consecutive high ratings. Searchable by location or facility name. From the NC Division of Health Service Regulation.

Adult Care Homes

This is a partial listing of facilities licensed in Wake County to provide adult care (assisted living) for **seven or more residents**. See the Family Care Homes section, below, for a listing of smaller facilities.

(**SA**) = Special Assistance is accepted

- Brighton Gardens of Raleigh** www.sunriseseniorliving.com **984-370-6452**
3101 Duraleigh Road, Raleigh, 27612
Licensed for 115 residents, including 25 dementia care.
- Brookdale Cary** www.brookdale.com **984-299-9457**
7870 Chapel Hill Road, Cary, 27513
Dementia care only. Licensed for 50 residents.
- Brookdale MacArthur Park** www.brookdale.com **984-306-3379**
111 MacArthur Drive, Cary, 27513
Licensed for 80 residents, including 20 dementia care.
- Cadence at Wake Forest** www.cadencewakeforest.com **919-569-2101**
3218 Heritage Trade Drive, Wake Forest, 27587
Licensed for 96 residents, including 36 dementia care.
- Cadence North Raleigh** www.cadencenorthraleigh.com **919-876-6316**
5219 Old Wake Forest Road, Raleigh, 27609
Licensed for 96 residents, including 36 dementia care.
- Coventry House of Zebulon** www.zebulonseniorliving.com **919-375-4504**
1205 W. Gannon Avenue, Zebulon, 27597
Licensed for 60 residents.
- Falls River Court Memory Care** www.fallsriverassistedliving.com **919-844-2499**
1130 Falls River Avenue, Raleigh, 27614
Dementia care only. Licensed for 38 residents.
- Falls River Village Assisted Living** www.fallsriverassistedliving.com **919-858-2659**
1110 Falls River Avenue, Raleigh, 27614
Licensed for 60 residents.
- Foundation Senior Living** www.foundationsseniorliving.com **919-322-2765**
1437 Aversboro Road, Garner, NC 27529
Licensed for 82 residents.
- HeartFields at Cary** <https://heartfieldsatcary.seniorlivingnearme.com/> **919-852-5757**
1050 Crescent Green Drive, Cary, 27518
Licensed for 97 residents, including some dementia care.

- Lawndale Manor** <https://lawndalemanor.com/> **919-662-0099**
 601 Lakeside Drive, Garner, 27529
 Ages 55+. Licensed for 62 residents.
- Magnolia Glen** www.lifeatmagnoliaglen.com **919-841-4747**
 5301 Creedmoor Rd., Raleigh, 27612
 Rental retirement community with 48 Assisted Living units. Ages 55+.
- Morningside of Raleigh** <https://morningsideofraleigh.seniorlivingnearme.com/> **919-828-5557**
 801 Dixie Trail, Raleigh, 27607
 Licensed for 110 residents, including some dementia care.
- Phoenix Assisted Care (SA)** www.victorianseniorcare.com..... **919-460-8644**
 201 W. High Street, Cary, 27513
 Licensed for 120 residents, including some dementia care.
- Spring Arbor of Apex** www.springarborliving.com **919-303-9990**
 901 Spring Arbor Court, Apex, 27502
 Ages 65+. Licensed for 76 residents, including some dementia care.
- Spring Arbor of Cary** www.springarborliving.com **919-388-9635**
 1705 Kildaire Farm Road, Cary, 27511
 Ages 65+. Licensed for 80 residents, including some dementia care.
- Sunrise at North Hills** www.sunriseseniorliving.com **984-844-3750**
 615 Spring Forest Road, Raleigh, 27609
 Licensed for 160 residents, including 24 dementia care.
- TerraBella Knightdale (SA)** <https://terrabellaknightdale.com/> **919-266-6676**
 2408 Hodge Road, Knightdale, 27545
 Licensed for 96 residents, including 26 dementia care. Formerly The Addison Assisted Living of Knightdale
- TerraBella Fuquay-Varina (SA)** <https://terrabellafuquayvarina.com/> **919-577-8102**
 6516 Johnson Pond Road, Fuquay-Varina, 27526
 Licensed for 96 residents, including 36 dementia care. Formerly The Addison Assisted Living of Fuquay-Varina.
- Wake Assisted Living Memory Care (SA)** www.wakememorycare.com **919-231-7575**
 2800 Kidd Road, Raleigh, 27610
Dementia care only. Licensed for 60 residents ages 65+
- Waltonwood Cary Parkway** www.waltonwood.com..... **919-651-3964**
 750 Southeast Cary Parkway, Cary, 27511
 Rental retirement community with 85 Assisted Living units, including some dementia care.
 Ages 55+.
- Waltonwood Lake Boone** www.waltonwood.com **919-569-5444**
 3550 Horton Street, Raleigh, 27607
 Rental retirement community with 58 Independent Living unit and 39 Assisted Living units, including 23 dementia care units. Ages 55+.
- Woodland Terrace** www.kiscoseniorliving.com **919- 372-3827**
 300 Kildaire Woods Drive, Cary, 27511
 Rental retirement community with 84 Assisted Living units, including some dementia care.
 Ages 55+.

Family Care Homes

This is a partial listing of facilities licensed in Wake County to provide adult care (assisted living) for **2-6 residents**. Family Care Homes are often converted houses in residential areas; some are not fully accessible for wheelchairs.

(SA) = Special Assistance accepted

- Ann's Family Care #4 (SA)**..... **919-803-6580**
208 Blanchard Street, Raleigh, 27603
Ages 18+. Licensed for 5 residents.
- Ann's New Day (SA)** **919-790-7663**
400 Parnell Drive, Raleigh, 27610
Ages 18+. Licensed for 6 residents.
- Ann's Sunrise II (SA)**..... **919-720-4011**
404 Parnell Drive, Raleigh, 27610
Ages 18+. Licensed for 6 residents.
- Avendelle Assisted Living** <https://avendelle.com/>
All: Ages 65+ (preference given to ages 75+). Wheelchair-accessible. Licensed for 6 residents.
Carlton Pointe, 451 Bendemeer Lane, Rolesville, 27571 919-435-4459
Fuquay, 709 Minerva Dale Drive, Fuquay-Varina, 27526....919-285-3364 or 857-413-7599
Heritage, 5112 Granitic Drive, Rolesville, 27571 919-435-6145
Kildare Farm, 115 Steep Bank Drive, Cary, NC, 27518 919-303-1146
Lazy River, 2268 Lazy River Drive, Raleigh, 27610..... 919-888-0008
Maynard, 1104 SE Maynard Avenue, Cary, 27511 919-650-1676
Rolesville, 129 Nortwick Road, Rolesville 27571 919-263-8119
Shepherds Vineyard, 1100 Wellstone Circle, Apex, 27502 919-446-6222
Southern Oaks, 605 Lawson Cypress Lane, Fuquay-Varina, 27526 919-762-7219
Tryon, 6645 Tryon Rd., Cary, 27518 984-242-0752
Waterford Landing, 1008 Flower Round Court, Raleigh, 27610 919-255-6890
Wyckford, 4520 Dildford Drive, Raleigh, 27604 919-231-7008
- Our Promise Care** <https://www.ourpromisech.com/> **919-630-5313**
1405 Falls Church Road, Raleigh, 27609
Ages 60+. Licensed for 6 residents.
- Our Promise Care** <https://www.ourpromisech.com/> **919-630-5313**
3324 Lake Boone Trail, Raleigh, 27609
Ages 55+. Licensed for 6 residents.
- Brightside Homes 2 (SA)**..... **919-986-8800**
105 Avery Street, Garner, 27529
Ages 18+. Licensed for 6 residents. Residents must be ambulatory.
- Care Innovations of North Carolina (SA)**..... **919-749-7677 or 919-373-0353**
2409 Horton Road, Knightdale, 27545
Licensed for 4 residents.
- Elsie's Place** **919-847-9495**
10916 Raven Rock Drive, Raleigh, 27614
Ages 55+. Licensed for 6 residents.
- Kelley's Family Care Home** www.kelleysfamilycare.com..... **919-896-4195**
1919 High Holly Lane, Raleigh, 27614
Wheelchair-accessible. Licensed for 6 residents.
- Kelley's Family at Drayton Reserve** www.kelleysfamilycare.com..... **919-896-4195**

4025 Pheasant Trail Ct. Wake Forest, 27587
Wheelchair-accessible. Licensed for 6 residents.

Lynn’s Care Home at Riverside lynncarevillage.com**919-621-9670**

5614 Apalachicola Drive, Raleigh, 27616

Women ages 65+ with dementia only. Wheelchair-accessible. Licensed for 6 residents.

Lynn’s Care Home at Sandy Forks lynncarevillage.com**919-621-9670**

6809 Sandy Forks Road, Raleigh, 27615

Women ages 65+ with dementia only. Licensed for 6 residents.

Mims Family Care Home (SA)**919-552-6455**

6337 Mims Road, Holly Springs, 27540

Ages 50+ preferred. Licensed for 6 residents.

The Retreat at Cary www.retreatatcary.com**919-671-3990**

309 Tweed Cir., Cary, 27511

Licensed for 6 residents.

Val’s Place at Brookhaven www.valsfamilycare.com**919-606-9804 or 919-977-7185**

6112 Winthrop Drive, Raleigh, 27612

Ages 65+. Specializes in dementia care. Wheelchair-accessible. Licensed for 6 residents.

Wrenette’s Place.....**919-594-1153**

7029 San Juan Hill Court, Raleigh, 27610

Ages 40+. Licensed for 6 residents.

LICENSING AND MONITORING OF FACILITIES

- Adult and Community Services** **919-250-3835**
Senior & Adult Services, Wake County Human Services, 220 Swinburne St., Raleigh, 27610
www.wakegov.com/departments-government/human-services/programs-assistance/senior-and-adult-services
Monitors and investigates complaints regarding assisted living facilities (adult care homes and family care homes) in Wake County, and assists individuals and families with placement decisions.
- Division of Health Service Regulation, NC Department of Health and Human Services**
<https://info.ncdhhs.gov/dhsr/ciu/index.html>
Licenses and monitors all nursing facilities and assisted living facilities in North Carolina. Surveys nursing facilities for Medicare and Medicaid certification. Investigates complaints.
- Complaint Hotline**..... **919-855-4500 or 800-624-3004**
Nursing Home Licensure and Certification 919-855-4520
Adult Care Licensure 919-855-3765

ADVOCACY FOR RESIDENTS OF LONG-TERM CARE

- Friends of Residents in Long-Term Care** www.forltc.org..... **919-782-1530**
Nonprofit providing information for families and residents with concerns about long-term care.
- Regional Long-Term Care Ombudsman Program** **800-310-9777**
Triangle J COG Area Agency on Aging
<https://www.tjcog.org/focus-areas-aging/long-term-care>
Advocates on behalf of long-term care facility residents to uphold residents' rights and address quality of care and quality of life issues; investigates grievances.

LONG-TERM CARE RESOURCES

We all want North Carolina's seniors to live happy and healthy lives. Navigating long-term care (LTC) systems can be challenging and overwhelming. The North Carolina Department of Justice has put together this guide to help seniors and families understand long-term care.



Long-term Care (LTC)

A variety of services for people with chronic illness or disabilities. These include medical and non-medical needs for people who cannot care for themselves over an extended period of time.



Home Care Agencies

Provide in-home aide services to help people who have functional, physical, or mental impairments accomplish their daily activities.

Nursing Homes

Provide care for people who have ailments but are not sick enough to require hospital care.

LEARN MORE AT
WWW.NCDOJ.GOV/LONGTERMCARE

Adult Care Homes (Assisted Living)



Provide care to people who need assistance carrying out activities of daily living and supervision to people with cognitive impairments whose decisions, if made independently, may jeopardize the safety or well-being of themselves or others.

Medicaid



A health insurance program for people with low incomes and families who cannot afford health care costs.

Medicare



The federal health insurance program for people who are 65 or older and certain younger people with disabilities. It helps cover some skilled nursing facility care and some home health care.

LONG-TERM CARE RESOURCES

Want to learn about LTC facilities in your area?

- **NC Division of Health Service Regulation Licensed Facilities (NC DHSR):** info.ncdhhs.gov/dhsr/reports.htm
- **NC DHSR Adult Care Licensure Section:** info.ncdhhs.gov/dhsr/acls/star/search.asp
- **NC DHSR Nursing Home Licensure and Certification:** info.ncdhhs.gov/dhsr/facilities/search.asp



Need assistance with insurance coverage?

- **NC Medicaid Division of Health Benefits:** www.medicaid.ncdhhs.gov/ or call 888-245-0179
- **Seniors' Health Insurance Information Program (SHIIP):** www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip or call 855-408-1212
- **NC Navigator Consortium:** www.ncnavigator.org/ or 855-733-3711



Have a concern about a LTC facility?

- **NC DHSR Complaint Intake and Health Care Personnel Investigations Section:** info.ncdhhs.gov/dhsr/ciu/index.html or call 800-624-3004
- **NC Long-Term Care Ombudsman Program:** www.ncdhhs.gov/divisions/aging/long-term-care-ombudsman
- **NCDOJ Medicaid Investigations Division:** www.ncdoj.gov/responding-to-crime/health-fraud/health-fraud-reporting-form/ or call 919-881-2320
- **Adult Protective Services:** www.ncdhhs.gov/localDSS

For general information about LTC:

- **NC Division of Aging:** www.ncdhhs.gov/divisions/division-aging or call 919-855-3400
- **Friends of Residents in Long-Term Care (FORLTC):** www.forltc.org/resources or call 919-782-1530



Resources for caregivers:

- **North Carolina Family Caregiver Support Program:** www.ncdhhs.gov/family-caregiver-specialist-provider-directory-0/download?attachment
- **NC Caregivers:** www.nc-caregivers.com/
- **AARP's Supporting Family Caregivers in NC:** www.states.aarp.org/north-carolina/supporting-family-caregivers-in-north-carolina
- **Alzheimer's Association:** www.alz.org/help-support or call 800-272-3900



Attorney General

Josh Stein



LONG-TERM CARE FACILITY CHECKLIST

If you will be visiting multiple facilities, which is strongly recommended, **make copies of this page so that you may take notes about each facility.**

Name of place: _____

First Impressions

- Do you like the facility's outward appearance? _____
- Is the location convenient for visits by family and friends? _____
- Is the residence clean and free of odors? _____
- Is the facility appropriately heated/cooled? _____
- What is the noise level in the facility? _____
- Does the staff address residents by their names and interact with them during your tour? _____

- Do you notice the residents socializing with each other and do they appear content? _____

- Can you talk with residents about how they like living there and about the staff? What do they say? _____

- Are staff members courteous to residents and to each other? _____
- Do staff respond to requests for assistance in a timely manner? _____
- Are visits with residents encouraged and welcome at any time? _____
- Is the floor plan of the common areas well-designed and easy to follow? _____

Living Area and Accommodations

- How many units are there, and how many are occupied? _____
- Are there different sizes and types of units available with optional floor plans? _____

- Are single units available? Are double occupancy units available for sharing with another person? _____

- What furniture is provided and what can residents bring from home? _____

- May residents decorate their own rooms? _____
- Is there adequate storage space in the individual units? _____

- Are the common areas attractive, comfortable and clean? _____

- Is there an outside courtyard or patio for residents and visitors? _____
- What laundry services or facilities are available for residents' personal clothing? _____

Safety and Accessibility

- Are doorways, hallways and rooms accessible to wheelchairs and walkers? _____
- Are bathrooms accessible for wheelchairs and walkers? _____
- Are elevators available for those unable to use stairways? _____
- Are there handrails in the hallways to aid in walking? _____
- Are floors of a non-skid material and carpets conducive to safe walking? _____
- Does the residence have good lighting, sprinklers and clearly-marked exits? _____
- Does the residence provide ample security and is there an emergency evacuation plan? _____

- Is a 24-hour emergency response system installed in each unit? What happens when it is activated? _____

Services

- What services are available to all residents at the base rate? _____

- Are there additional charges for personal care services (help with bathing, dressing, etc)? Who provides these services and what are their qualifications? _____

- Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge? _____

- Does the facility offer any special services or areas for dementia patients? How do these services differ from the usual? Is there an additional charge for these? _____

- To what extent are medical services available within the facility, and how are these services provided? _____

- How are medical emergencies handled? Does the residence have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital? _____

- Is there a staff person to coordinate home care visits from a nurse, physical or occupational therapist, etc., when needed on a temporary basis? _____

- Does the facility provide transportation to doctors' offices, the hairdresser, shopping and other activities desired by residents? If so, how is that arranged? _____

- Are pharmacy, barber/beautician and/or physical therapy services offered on-site or nearby? _

Social and Recreational Activities

- What kinds of group/individual recreational activities, if any, are offered? Who schedules them? Can you meet her/him? _____

- Is there an organized activities program with a posted daily schedule of events? _____

- Does the facility schedule trips or other events off-premises? _____

- Are the social and activity areas appropriate and desirable to the prospective resident? _____

- Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening supplies)? _____

- Are religious services held on the premises or are arrangements made for residents to attend nearby services? _____

- Are there fitness facilities? What about regularly-scheduled exercise classes? _____

- Are residents' pets allowed? Does the facility have pets, and if so who cares for them? _____

Food

- Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu? _____

- Can special diets be accommodated? Does a qualified dietitian plan or approve menus? _____

- Are residents involved in menu planning and may they request specific foods? _____

- Does the dining room environment encourage residents to relax, socialize, and enjoy their food? _____

- May residents eat meals in their units? May they keep snacks or other food in their units? _____

- Are meals provided only at set times or is there some flexibility? Are snacks available? _____

- Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired? _____
- Can you tour the facility during a meal and eat with the residents? _____
- What do residents say about the food? _____

Moving In, Contracts, and Finances

- Is there a waiting list? If so, how long do they estimate it will be for a unit to become available? _____

- What is involved with the moving in/out process? _____

- Is there a written statement of residents' rights and responsibilities? Can you take home a copy?
- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions? _____

- How much is the monthly fee? What does this include? _____

- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases? _____

- Are residents required to purchase renters' insurance for personal property in their units? _____

- Do billing, payment and credit policies seem fair and reasonable? _____

- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable? _____
- May the resident handle her/his own finances with staff assistance, if able, or must a family member/outside party be designated? _____
- Is the contract for a specific period of time or month-to-month? _____
- When may a contract be terminated and what are the policies for refunds and transfers? _____
- What happens if funds are depleted and full payment can no longer be made? _____
- Does the facility accept Medicaid? What about Special Assistance? _____
- What additional services are available if the resident's needs change? Is staff available to coordinate these services? _____
- Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis? _____
- Under what circumstances would the resident be forced to move out (because of increased care needs, change in finances, etc.)? _____
- What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that? _____

Staff

- What are the hiring procedures and requirements for eligibility? _____
- Are criminal background checks, references, and certifications required? _____
- Is there a staff training program in place and what does it entail? _____
- What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay? _____
- How long has the current administrator been there? _____
- What is the staff-to-patient ratio during the day? At night? On weekends? _____
- Does the facility have RNs on duty at all times? LPNs? _____

Licensure and Certification

- Does the facility have a current license displayed? _____
- If the state requires the administrator to be licensed/certified, does she/he have a current license?

- What reputation does the facility have in the community? _____

Complaints and Problem-Solving

- Is the administrator, or other appropriate staff person, generally available to answer questions or discuss problems and would you be comfortable dealing with them on a daily basis? _____

- Is there a resident council or organization through which residents have a means of voicing their views? _____
- What is the procedure for handling resident or family concerns? _____

- Is there an appeals process for dissatisfied residents? _____
- Has the facility experienced any complaints or corrective actions? Are they willing to discuss past problems and how they were resolved? _____

- Has the facility ever been sanctioned or fined, or had its Medicare/Medicaid certification suspended? _____

Source: Adapted from www.carepathways.com

OTHER NOTES
