

THE MAPLEWOOD

Distinctly different.

NURSING & REHABILITATION



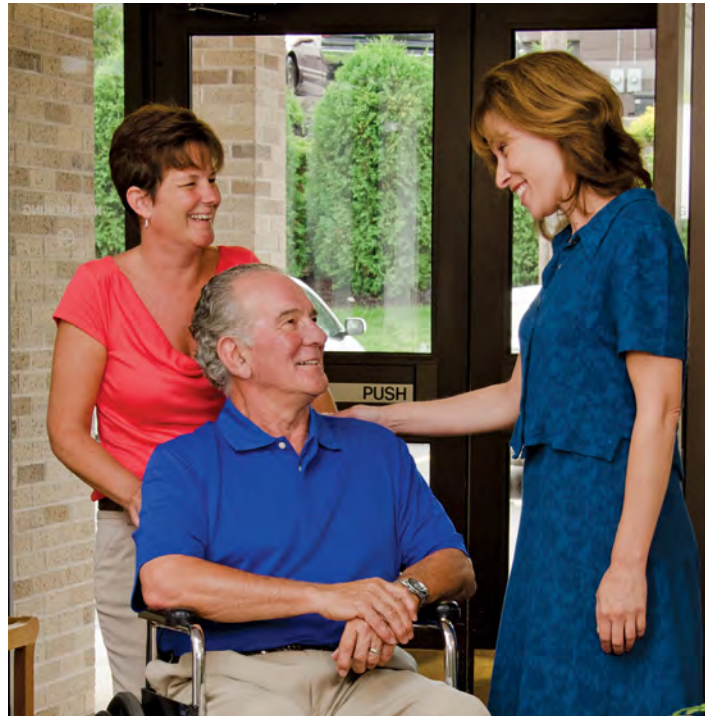
COMPARISON & DECISION TOOL

Nursing Home Visit Checklist

Helping You Navigate Through Choosing a Nursing Home

FOR YOUR CONVENIENCE

Take a copy of this checklist with you when you visit nursing homes to help you explore and ask questions about resident life, resident rooms, bathrooms, lounges, amenities, social activities, dining options and menus, safety and care.



NURSING HOMES & CONTACT INFORMATION

Nursing Home #1: The Maplewood

Social Worker: Lynn Pierce Administrative Contact: Greg Chambery

Address: 100 Daniel Drive, Webster, NY 14580

Phone Number: 585-872-1800 Date of Visit: _____

Other Nursing Home: _____

Social Worker: _____ Administrative Contact: _____

Address: _____

Phone Number: _____ Date of Visit: _____

Other Nursing Home: _____

Social Worker: _____ Administrative Contact: _____

Address: _____

Phone Number: _____ Date of Visit: _____

BASIC INFORMATION AND STAFFING



	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Does the home have the level of care needed?			
Does the home have a bed available?			
Does the home have rehabilitation services?			
Do residents have the opportunity to participate in exercise or a wellness program?			
Is the home located close enough for friends and family to visit?			
How is the home rated on medicare.gov?			
Does the facility seem spacious and comfortable or is it cramped and congested?			
Does the home have a friendly, home-like environment?			
Will a team of nurses and Certified Nursing Assistants (CNAs) work with residents to meet their needs?			
Do the relationships between the staff and residents appear to be warm, polite, and respectful?			
Who would I talk to if I have an issue?			
Has the administrator been in place for over one year?			
Was the person giving the tour knowledgeable about details of care and living, and did they provide guidance for my situation?			
Was it easy to schedule a tour/visit? Or, was the facility welcome to a walk-in unscheduled tour/visit?			
Does the home have a formalized program for building staff culture, empowerment and recognition?			
Does the staff refer to residents by name?			
Does the staff knock on the door before entering residents' rooms?			
Is there licensed nursing staff 24 hours a day, including the presence of a Registered Nurse (RN) at least 8 hours per day, 7 days a week?			
Does the staff wear neat uniforms and name tags?			
Are background checks conducted on all of the staff?			
Does the home offer a training and continuing education program for all staff?			

QUALITY OF CARE



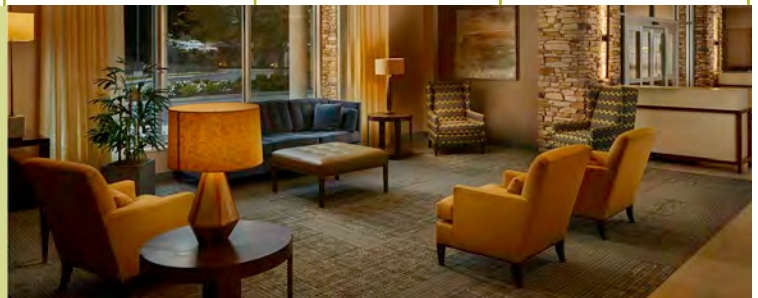
	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Do caregivers personalize the residents' care?			
Is the Primary Care Physician available to interact with both the resident and family?			
Are the following medical specialists available for in-house appointments? <ul style="list-style-type: none"> • Ophthalmologist • Podiatrist • Urologist • Dermatologist • Dentist and Dental Hygienist • Dietician • Audiologist 			
Is in-house physical and occupational therapy available for both rehabilitation patients and long term care residents?			
Is there a walking program and are residents evaluated for possible participation?			
Are exercise and wellness classes available?			
Do residents receive preventive care, like a yearly flu shot, to help keep them healthy?			
Does the facility assist in arranging hearing screenings or vision tests?			
Do care plan meetings include the resident's family and representatives from various disciplines?			
Can I review the most recent state inspection report?			
Do the residents appear to be well cared for, well groomed, and appropriately dressed for the season or time of day?			
Are doors shut for privacy when a resident is being dressed or bathed?			
Are in-house salon and barber services available?			
Are massage therapy services available?			

LIVING SPACES AND RESIDENTS ROOMS



	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Are exits clearly marked?			
Is the home clean and free from odors?			
Is the inside temperature comfortable for residents?			
Does the home have good lighting?			
Is the floor plan logical and easy to follow?			
Are the noise levels in common areas comfortable?			
Are resident rooms private?			
Is there a private bathroom in each resident room?			
Is there a personal refrigerator in each resident room?			
Do resident rooms have comfortable seating for visitors?			
Can residents bring personal belongings and furniture?			
Does each resident room have storage space and a lockable cabinet for personal belongings?			
Does each resident room have a window?			
Do residents have access to a personal phone and TV?			

SOCIAL AREAS



	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Are there comfortably furnished social areas and lounges where residents can visit with family and friends?			
Does the home have outdoor areas for resident use with staff assistance or with visitors?			
Are all common areas, resident rooms, and doorways designed for wheelchair use?			
Are handrails and grab bars clear and appropriately placed in the hallways and bathrooms?			

QUALITY OF LIFE AND SOCIAL ACTIVITIES



	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Is there an active resident council?			
Is there a professional partnership with their Ombudsman?			
Is there a recreation calendar available?			
Can the home accommodate personalized/individual activities?			
Do residents have a role in planning/choosing activities?			
Is staff trained to focus on enhancing residents' quality of life?			
Does the home have an active volunteer program?			

DINING EXPERIENCE



	Home #1 The Maplewood <i>Mark for "Yes"</i>	Home #2 <i>Mark for "Yes"</i>	Home #3 <i>Mark for "Yes"</i>
Are residents offered variety and choice at each meal?			
Are there accommodations for special dietary and nutritional needs?			
Are the chefs and/or dining director certified for food handling and Allergen certified?			
Is there a registered dietician and nutrition advisor on staff?			
Is room service available?			
Are nutritious snacks available and provided upon request?			
Is staff available to physically assist residents during mealtimes?			
Does dining staff learn resident food preferences so they can assist with desirable choices?			
Does the dining room environment encourage residents to socialize and have guests join them for meals?			
Is catering and space available for private resident events?			
Does the home host special dining events for residents and families?			

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FOR MORE INFORMATION:

Lynn Pierce, Director of Social Services

585-872-1800 ext. 4022

LPierce@VisitMaplewood.com

This checklist is adapter from *Your Guide to Choosing a Nursing Home*,
United States Department of Health and Human Services

For more information, refer to:

<https://www.medicare.gov/pubs/pdf/02174-Nursing-Home-Other-Long-Term-Services.pdf>