



Choosing a facility: Questions to ask

Ownership / Management

- Who manages the facility? What experience do they have?
- What is the level of staff turnover?
- Is there a residents' committee?
- Ask to see the most recent audit report
- Are there other levels of care on the same site?
- Is the facility about to change owner or manager?
- How does a family / whanau member raise a concern?
- Is there an independent advocate? Who is it?
- What happens if you want to move?

Additional Costs

- Do you have to pay more than maximum contribution?
- Are there premium room fees? If so, what for?
- Do you need to provide a guarantor for payment?

Meals

- Ask the residents about the food.
- What times are the meals - when is the main meal?
- Are the meals cooked on site or delivered?
- Are special / culturally appropriate diets available?

Care

- How are family / whanau involved in writing the Care Plan and reviews?
- What is the ratio of staff to residents?
- For rest homes, how many hours per week is a registered nurse on duty, and when?
- Which doctor visits, how often, and is there a choice?
- Can you have a shower every day?

Facilities

- Can you bring your own furniture?
- Can people enter your room without permission?
- Is there an ensuite? Ensuite usually means your own private toilet. A communal shower is often acceptable, as most residents need help.
- Would you prefer a small or a large facility?
- How many lounges are there? Is there a choice?
- Is there a pleasant, sheltered outdoor area to sit?
- Can residents smoke / drink alcohol?
- Can you take your pet with you?

Other Services

- Does a hairdresser / podiatrist call?
- Is transport available for appointments and activities?
- Is there a free private phone for resident use?
- How many hours per week does the activities person work?
- Are outings arranged and how often can each resident go?
- Is there extra cost for outings or activities?