Ovella Living
Care found. Trust earned.

Care Home Tour Checklist

20 QUESTIONS TO ASK BEFORE CHOOSING CARE

For adult family homes, adult foster homes, assisted living, memory care, and other residential settings.

CARE & STAFFING

- ☐ 1. Who will provide most of my loved one's hands-on care?
- ☐ 2. Who is on-site overnight, and what happens if my loved one needs help at 2 a.m.?
- ☐ 3. How do you handle falls, emergencies, or a sudden change in condition?
- ☐ 4. What nursing services are available, and how are medications managed?
- ☐ 5. What care needs can you NOT safely accommodate?

AGING IN PLACE

- ☐ 6. Can my loved one remain here if mobility, dementia, continence, or transfer needs increase?
- ☐ 7. What changes in condition could require a move or discharge?
- ☐ 8. Can hospice or outside health-care providers come here if needed?

DAILY LIFE & FIT

- ☐ 9. What does a typical day look like for residents?
- ☐ 10. How are meals, dietary needs, preferences, activities, and social connection handled?
- ☐ 11. Can we meet or observe the caregivers who would actually be caring for our loved one?
- ☐ 12. How do you learn a new resident's routines, preferences, personality, and history?

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20 essential questions | continued

FAMILY COMMUNICATION

- ☐ 13. Who is our main contact, and how will you communicate changes in health or care needs?
- ☐ 14. How are family concerns or complaints handled?

COSTS & PAYMENT

- ☐ 15. What is included in the monthly rate - and what costs extra?
- ☐ 16. How and when can rates or level-of-care charges increase?
- ☐ 17. If private funds eventually run low, do you accept Medicaid or another applicable state-funded program?

BEFORE SAYING YES

- ☐ 18. What assessment is required before move-in, and who arranges and pays for it?
- ☐ 19. May we review your license, inspection history, service/charge disclosures, and admission or residency agreement?
- ☐ 20. If this were your own parent, what would you want to make sure we understood before choosing this setting?

TOUR NOTES

Provider / Community: _____

What felt especially good?

_____

_____

What needs follow-up?

_____

_____

BEFORE DECIDING

Compare more than appearance. Ask whether the provider can safely meet today's needs, what happens as needs change, what the full cost may be, and under what circumstances a resident may need to move.

Educational resource from Ovella Living. Requirements, services, payment programs, and admission rules vary by state and provider type. Verify details directly with the provider and applicable licensing agency.