

Questions to Ask When Touring a Residential Care Home

Observing how staff interact with residents can provide valuable insight into the home's level of compassion, attentiveness, patience, and daily support.

Basic Community Information

Business Name: _____ Location: _____

Date of Tour: _____ Contact Information: _____

Checklist Questions

- ☐ What caregiver-to-resident ratio do you maintain?
- ☐ Is staff available overnight?
- ☐ How are medications managed and monitored?
- ☐ What happens if a resident's care needs increase over time?
- ☐ Are meals customized for dietary needs?
- ☐ How are medical emergencies handled?
- ☐ Can residents keep their current doctor?
- ☐ Do you work with a primary care physician or visiting doctor?
- ☐ How often do physicians or medical providers visit residents?
- ☐ What activities and social opportunities are available?
- ☐ Is dementia or memory care support available?
- ☐ Are home health care services coordinated through the home?
- ☐ Is hospice coordinated through the home if needed?
- ☐ How do you communicate updates with families?
- ☐ What services are included in the monthly cost?
- ☐ Are there additional fees for higher levels of care?
- ☐ Is transportation available for outside medical visits?

Additional Notes: _____

Would you feel comfortable with your loved one living here? ☐ Yes ☐ Possibly ☐ No

Overall Tour Rating (1–10): _____