

Questions to Ask When Touring a Residential Care Home

Business Name _____ Contact Name _____

Checklist Questions	Notes
☐ 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?	

Observing how staff interact with residents can provide valuable insight into the home's level of compassion, attentiveness, patience, and daily support. Families should never feel rushed during the decision-making process. Visiting multiple residential care homes and asking thoughtful questions can help families choose an environment that feels safe, supportive, and comfortable for their loved one.

Additional Notes:
