



Tour Checklist

Facility Name

Tour Date/Time

Manager Name

Contact Number



PREPARATION & ARRIVAL

- Prepare a list of personal needs & preferences
- Arrange a tour between 10:30 AM - 12:30 PM - when most of the activities are scheduled
- Arrive 10 - 15 minutes early - see how staff interact with each other and residents. Are the staff happy and smiling?

BUILDING & AMENITIES

- Front door is security coded
- Does the facility feel clean, 'homely' and personalised?
- Are common areas easily accessible & clearly signed from resident's room?
- Minimal noise & disruption coming from kitchen, laundry or cleaning?
- Spacious & well maintained garden is accessible from resident's room
- See the room (or room type) that your friend/relative will be moving into
- Does the room have sufficient natural lighting?
- Does the room have sufficient closet space & storage?
- Ask to see an existing resident's room. Does the room have a pleasant and clean smell?

ACTIVITIES

- See the current activities calendar. Do the activities occur every day, seem active, fun and appropriate?
- Are the scheduled activities actually occurring?
- Are the residents interacting with each other?
- Are the residents engaged, smiling & happy?

MEALS & MENU

- Does the current menu seem appropriate & appealing?
- Does the quality of food being served match the menu description?
- Sample a meal - is the food tasty, cooked with fresh produce and served at the right temperature?
- Was the meal cooked on-site, or was it brought in from an offsite location?

STAFF

- Do staff knock on a resident's door prior to entering their room?
- Staff look and act as if they have time to attend to resident needs?
- Do staff know the residents by name, and look as if they understand the needs & differences of each resident?

RESIDENT Q & A

- Ask to speak with one or more existing residents
- Do the existing residents appear neat, clean & groomed?
- What do existing residents say are their 'likes' & 'dislikes'?

OVERALL RATING



FACILITY MANAGER Q & A

- How long have the Facility Manager, Care Manager & Registered Nurses been working at the facility?
High staff turnover is a potential indicator of poor culture.
- What is the staff to residents ratio on AM shift, PM shift and overnight?
Use this measure to compare staffing levels at different facilities.
- How often does the facility use agency staff - e.g. in the past week?
High level of agency staff use indicates an unsettled staffing roster - in turn an indicator of less settled environment for residents.
- What proportion of respite stay turn into permanent residents?
Converting potential residents from short term stays into permanent stays is a positive indicator of quality.
- Is the laundry service provided onsite, or is it taken offsite?
Reviews indicate that offsite laundry facilities lead to a greater incidence of lost clothing.
- Is the physiotherapist full time, or are they there on a 'needs' basis?
Review indicate that a full time physiotherapist generally leads to greater resident satisfaction.
- Are there any personalised activities provided?
Not all residents want to play bingo. Reviews indicate personalised activities generally leads to greater resident satisfaction.

FINAL COMMENTS

Would you shortlist this facility?

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