

Comparison Questionnaire for Retirement Facilities



We realize that when beginning the process of comparing elderly care facilities, the services offered and how they are explained can be confusing. This document is intended to assist in the process.

What is a community-based residential facility (CBRF)?

A CBRF is a community facility where five or more adults who are not related to the operator or administrator and who do not require care above intermediate level nursing care reside and receive care, treatment or services that are above the level of room and board, but that include no more than three hours of nursing care per week per resident.

Who should consider a CBRF?

The need for some type of residence change is usually first identified when a person has difficulty in one or more of the following areas:

- self-care
- diminishing health, physical or mental abilities
- lack of community support services
- family not available to provide care or supervision
- limited financial resources

How do I compare facilities?

The following checklist asks questions that may help a potential resident, and family members and friends, determine if a particular facility is compatible with an individual's lifestyle and has the services to meet his/her needs. To assist in the process, we offer this questionnaire with the answers already complete for Pine Haven Residential Care Facility. We began with the questionnaire offered by the Bureau of Quality Assurance from the Division of Supportive Living from the Wisconsin Department of Health and Family Services and added areas specific to Pine Haven.

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
PHYSICAL STRUCTURE						
Does the home appear to be safe and secure?	✓					
Are telephones available?	✓					
Can or do residents have telephones in their rooms?	✓					
Are halls free of obstacles (furniture, equipment)?	✓					
Are exits unobstructed and easy to reach?	✓					
Are fire extinguishers visible?	✓					
Is there an evacuation plan posted?	✓					
Are drills held at least quarterly?	✓					
Are floors clean and non-slippery?	✓					
Are there any obvious odors?		✓				
Are doorways/hallways, rooms big enough to accommodate wheelchairs if so licensed?	✓					
Is the temperature in the facility comfortable?	✓					
Are entrances/exits secure?	✓					

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
STAFF						
Does the home have a current state license?	✓					
Do staff know the residents?	✓					
Do staff show interest in individual residents?	✓					
Do residents talk freely with staff?	✓					
Are residents treated with respect and dignity?	✓					
Is privacy respected (knocking before entering rooms)?	✓					
Are calls for assistance responded to quickly?	✓					
Is the appearance of staff neat and clean?	✓					
Does there appear to be enough staff to meet residents' needs?	✓					
Are skilled nurses available around the clock every day of the week?	✓					
What is the staff turnover rate?	None*					

*No turnovers in the past five years.

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
RESIDENTS						
Do residents appear generally happy?	✓					
Do residents appear to receive good care?	✓					
Do residents appear to respect each other?	✓					
Do residents interact with one another?	✓					

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
HEALTH RELATED SERVICES						
Does the facility control residents' medications?	Sometimes*					
Can residents retain their personal physician?	✓					
Does the facility assume responsibility for making medical appointments if residents are unable to?	✓					
Does the facility provide transportation for medical appointments?	No**					
Is there a charge?	Perhaps**					
Does the facility have a plan to respond to medical emergencies and dental needs?	✓					
Are staff trained in the provision of emergency First Aid?	✓					
Will the facility arrange for home health care services if needed by the resident?	✓					
Will the facility provide or arrange for specialized therapies if needed?	✓					
Is on-site therapy offered in the areas of occupational, physical, and speech?	✓					
Is there a progressive level of care program available?	✓					

**Only when a doctor has ordered the staff to do so or the resident requests it.*

***The staff will make arrangements for transportation with outside providers and they will charge the resident directly for service.*

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
RESIDENT BEDROOMS						
Does the assigned room appear to meet his/her needs?	✓					
Are rooms attractive, clean, well-lit, well-ventilated?	✓					
Is there a bedside stand, reading light and chest of drawers for each resident?	✓					
Is closet space/storage space sufficient?	✓					
Can residents use their own furnishings in their room?	✓					
Are provisions made for privacy?	✓					
Is there space for private visits in the home?	✓					
Are there more than two residents per room?	Maybe*					

**Only when a married couple shares a two-room suite.*

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
BATH AND SHOWER ROOMS						
Are bathrooms conveniently located?	✓					
Are bathrooms clean, well-maintained and odor-free?	✓					
Are handgrips or rails near toilet and bathing areas if needed by the residents?	✓					
Do bathrooms have showers?	✓					
Are bathrooms equipped with locks for privacy?	✓					
How many people share a bathroom?	None					
How and how often do residents take baths/showers?	Varies*					
Are all bathrooms private?	✓					

**The staff will assist residents as needed/requested and there is no limit to the number or length of time.*

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
OTHER LIVING AREAS						
Are other living areas sufficient in size for the number of people in the facility?	✓					
Is there sufficient space for visitors, conversation, TV watching and quiet reading?	✓					
Are living areas clean, comfortable and furnished and generally pleasant?	✓					
Are separate smoking and non-smoking areas available?	✓					
Are there areas outside where residents can enjoy the nice weather?	✓					

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
LEISURE TIME ACTIVITY						
Are activity calendars posted?	✓					
Do activities include a variety of interests?	✓					
Are planned activities appropriate to the age and abilities of the residents?	✓					
How often are there planned outings?	Varies*					
Do residents participate in planning the activities?	✓					
Are residents encouraged to participate in community activities?	✓					
Does the facility provide transportation to community activities?		✓**				
Are arrangements made for residents to attend religious services and to practice their beliefs?	✓					

*While a variety of daily activities are offered, outings vary by season.

**The staff will make arrangements for residents who request this service.

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
ADDITIONAL SERVICES						
Are there laundry facilities on-site?	✓					
Is there a store to buy frequently needed items?	✓					
Is there a beauty salon/barber shop?	✓					
Is there banking on-site?	✓					

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
PERSONAL CARE						
Does the facility provide help with bathing, getting in and out of bed, care for hair and teeth, dressing, exercise, and other personal care needs if residents require it?	✓					
Does the facility teach personal care activities to improve independent functioning such as feeding, grooming and dressing if needed?	✓					

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
KITCHEN AREA						
Is the kitchen clean, well-lighted and well organized?	✓					
Are foods stored in a clean, dry area?	✓					
Do staff handle food in a safe, sanitary manner?	✓					
Can residents use the kitchen?	✓*					

**A special activity kitchen is available for resident use.*

	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
DINING AREA						
Is the dining area pleasant, comfortable, clean and easily accessible?	✓					
Is it large enough to hold the majority of residents?	✓					
Is the atmosphere relaxing (so that mealtimes do not appear chaotic and rushed)?	✓					
Can residents choose where and with whom they will eat?	✓*					
Are tables convenient for wheelchairs when needed?	✓					
Is the dining room used for other activities?		✓				

**For monitoring of diets, residents are assigned seats but that rotation changes every six months. Requests for table changes are accommodated.*

MENUS AND FOODS	Pine Haven		Facility #1		Facility #2	
	YES	NO	YES	NO	YES	NO
Is a menu available? Did the home serve what was on the menu?	✓					
Does the facility monitor nutritional needs and provide modified diets when needed?	✓					
Are hot foods served hot/cold foods served cold?	✓					
Are dishes and silverware used (instead of disposable plates and utensils)?	✓					
Does the food appear appetizing?	✓					
Do meals appear to be nutritionally balanced?	✓					
Are fresh fruits and vegetables served in season?	✓					
Do residents appear to enjoy their meals?	✓					
Do residents appear to get enough to eat?	✓					
Is food served family style or do staff determine portion sizes?	Both *					
Are residents able to have snack foods and/or soft drinks in their bedrooms?	✓					
Are provisions made for residents who are ill and unable to eat in the dining room?	✓					
Who plans the meals? Do residents have input into meal planning?	✓**					
Are residents allowed to select their own meal choices from a menu that changes?	✓					

**A separate plate is prepared for each resident but the resident determines portion size from a selective menu.*

***A weekly meeting involving residents is held to determine the menu.*

