




# **Important questions to ask rest home managers**

Key points to cover when visiting  
rest homes in New Zealand





# **Rest home managers have a wealth of knowledge about residential care.**

It's a good idea to meet with them when considering different rest homes. Meeting with rest home managers will help you understand all the options available so you can make an informed decision.

# Accommodation

- ☐ Do you offer both standard and premium rooms?
- ☐ What features do your premium rooms include? And what are the additional fees?
- ☐ Is it possible to change rooms in the future?
- ☐ What is the process if a resident wishes to leave the rest home?
- ☐ Do rooms have phone & TV outlets?

# Care

- ☐ What levels of care do you provide?
- ☐ What's included in the resident's care plan? Can you provide an example?
- ☐ How frequently are residents showered?
- ☐ What is the ratio of nurses and trained caregivers to residents?
- ☐ Is there a reduction in staff over weekends?
- ☐ What current qualifications do staff have? And do they receive ongoing training?
- ☐ How often does a GP visit and are they on call at all times?
- ☐ Is a registered nurse on duty at all times?
- ☐ What other health practitioners visit? For example, podiatrists, physiotherapists, and occupational therapists? And how frequently do they visit?
- ☐ How often is a resident's medication reviewed?
- ☐ What happens if a resident requires a higher level of care? And who determines a reassessment of their needs, e.g. rest home staff or family?
- ☐ How are family members kept informed?
- ☐ Is there anything else I should know about the care that's provided?



## Lifestyle

- ☐ What is the food like? Are meals cooked onsite?
- ☐ How frequent are meals and snacks served?
- ☐ Can meals be served in the resident's room, if requested?
- ☐ What facilities are at the rest home? For example, a library, pool table, computer room?
- ☐ How many shared rooms / lounges are there?
- ☐ What organised activities are scheduled? For example, outings, games, guest entertainment?
- ☐ Are activities overseen by a registered occupational therapist?
- ☐ Can residents bring their own furniture?
- ☐ What is the visitor policy? Can friends and family visit at any time?
- ☐ Is there a sheltered outdoor area?
- ☐ Is smoking permitted?
- ☐ Is alcohol consumption permitted?
- ☐ Can residents bring pets?
- ☐ Do hairdressers or other service providers visit?

## Fees

- ☐ What are the rest home fees?
- ☐ Which services are included in the rest home fees?
- ☐ Which services do residents need to pay for privately?
- ☐ Are there extra costs for outings or special events?
- ☐ Are there any other charges residents should be aware of?



## Paperwork and legal

- ☐ Can you provide a copy of your Admissions Agreement?
- ☐ What is the process if a resident wishes to make a complaint?
- ☐ Have there been any formal complaints in the past 12 months? If yes, how were they dealt with?
- ☐ How did the rest home perform in its latest rest home audit?
- ☐ What new policies and procedures has the rest home put in place in relation to Covid-19?

## Management

- ☐ Who manages the rest home? How long have they been in charge?
- ☐ What is staff turnover like?
- ☐ Are there any expected changes to rest home management I should be aware of? For example, a change of ownership?
- ☐ Are there any new developments or refurbishments scheduled for the rest home?

## Dementia care (if relevant)

- ☐ Can residents with dementia live in other care areas?
- ☐ Who decides when a resident with dementia needs to move to a specialised dementia area?
- ☐ How are living spaces adapted to care for residents with dementia?
- ☐ What facilities & activities are offered to dementia patients?
- ☐ What specialist training do staff have for caring for dementia patients?



# Welcome home

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While all our villages are unique, there's something that all our people have in common – our commitment to making every day better for our residents.

**For more information and to find a village that feels like home, visit**

**[metlifecare.co.nz/aged-care](https://metlifecare.co.nz/aged-care)**

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## Notes

## Further Reading