



Important questions to ask rest home managers

Key points to cover when visiting
rest homes in New Zealand.

Important questions to ask rest home managers

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

Meeting with rest home managers will help you understand all the options available so you can make an informed decision.

Here is a checklist of questions you might like to ask.

Accommodation

- What types of rooms do you offer e.g. standard rooms, premium rooms and care suites?
- What features do your premium rooms include? And what are the additional fees?
- Is it possible to change rooms in the future?



Care

- What levels of care do you provide?
- What is the ratio of nurses and trained caregivers to residents?
- Is there a reduction in staff over weekends?
- How frequently are residents showered?
- 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?
- How many communal areas 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 and alcohol permitted?
- Can residents bring pets?
- Do hairdressers or other service providers visit?

Fees

- What are the costs and fees of the different room options, and what does this cover?
- 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's included in the resident's care plan? Can you provide an example?
- What is the process if a resident or family member wishes to make a complaint?
- How did the rest home perform in its latest rest home audit?
- What policies and procedures has the rest home put in place in relation to infectious outbreaks e.g. Influenza, Gastro, 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?

Notes

Further reading

Thank you for reading our checklist Important questions to ask rest home managers. We hope you've found this checklists useful. For more rest home articles and resources, and to find rest homes in your area, please visit www.villageguide.co.nz