



Questions to ask a facility before deciding whether to move in

Moving into a facility is for the long term, so you need to ask lots of questions before you decide. Below is a list of questions you could ask.

You could also send your questions to the facilities you are considering and ask for a written response.

Facility

- Will I be placed in the section that houses people with dementia? (if looking at a nursing home).
- Are there people who speak my language or from my cultural background?
- Are there people my age in the facility? Will there be suitable companionship for me?
- How much will it cost and what is included in the cost? Is there a bond? Will I have to pay for additional services/outings?
- What type of room is available? *Is it private or shared?* Is it big enough to fit all my stuff including my wheelchair?
- Does the room have sufficient power points for my needs (Powered wheelchair, TV, computer, radio, ipad, phone)? Is there a back up generator for power failures?
- Is there heating and cooling?
- Can people visit me? Are there times and number restrictions? Can they stay overnight?
- Is there a place I can take my visitors other than my bedroom?
- Can I have a TV in my room? Can I play music in my room?
- Can I smoke? Can I drink alcohol?
- Can I have a pet?
- Location – Is it close to shops, transport, community activities?
- Is there secure storage for larger items?
- Is there a locked drawer in my room for my wallet and valuable items?

Governance

- What is the organisation's values
- What is their safety record?
- Do they have a complaints process?
- What are the House Rules?
- Can I see the resident agreement?

Staff

- What is the personal care staff to resident ratios for each shift, including overnight? What is their availability?
 - Is there nursing staff available? What hours do they work? Can they administer the medication I need? Can they change my SPC?
 - What proportion of staff is permanent and what is agency, especially on weekends?
 - Is there regular staff that can get to know my requirements or is there a high staff turnover?
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- What medical services are available? Can I use my existing GP or do I need to use the one allocated by the facility?
 - What allied health services are available e.g. podiatry, occupational therapist, physiotherapy, dietitian, speech pathologist, music therapist, massage, recreation? Is there an additional cost for this?
 - What happens if I need to go to hospital?

Personal Care

- Are there any other people with MS in the facility or have they had anyone previously? Are they experienced in looking after people in my condition?
- Is there enough staff to get me up, showered and dressed? Can I decide what time I get up or do I need to 'wait in line'?
- Is there enough staff to feed me at dinner time?
- Is there a laundry? Can I do my own laundry? Is there someone to do my laundry and if so how often?

Meals

- Can I choose who I sit with at meal times?
- Are residents consulted about meal plans?
- Can I prepare food myself?
- Can I have meals in my room?
- Can I have a fridge in my room? Can I have my own food?
- Can you meet my dietary requirements (vegan, low carbohydrate etc)?

Activities

- What activities are provided by the facility? Are they appropriate for me? Is there a cost for these?
- How are activities chosen? Can I have input?
- How often are activities run that will take me outside the facility?
- What transport is available through the facility? Is there a cost? What are the other transport options?
- Can I organise my own activities?
- Can I continue to attend my current activities or is there an additional cost?

Other residents

- What is the age range?
- What are their disabilities/illness/cognition?
- Are there people with behaviours that might impact on me?

There is also some very good information and questions to ask in the Young People in Nursing Homes National Alliance Fact Sheet on Assessing Accommodation Options at http://www.ypinh.org.au/images/stories/fs_assess_accomm_options.pdf