

# WHAT TO LOOK FOR IN LICENSED FACILITIES

## 1. Start with the big picture and narrow your focus

- a. In Snohomish County, check with Region 3, Unit B Field Office (360-653-0591) to inquire about recent inspections and investigations.
- b. Note what's giving you your first impression about the facility
  - The condition of the facility and grounds
  - Ease of type of entry into the facility
  - General sounds and smells
  - How you are addressed by facility staff as you enter
  - How staff interact with residents and each other
- c. Note your first impression of the residents
  - Residents tense or relaxed
  - How much residents are moving around
  - Apparent grooming and hygiene of residents
  - How residents interact with each other
  - What information or comments residents volunteer when they see you
  - Number of residents left to themselves versus engaged in an activity



## 2. Things to note about the physical part of the building(s) in general:



- a. Whether or not the environment is safe, sanitary, and well-maintained
- b. Whether or not equipment and furnishings are clean and in good repair
- c. Whether lighting is adequate for the comfort and safety of residents
- d. Whether the temperature of the building and of specific resident rooms is at a comfortable level for residents (rather than for busy staff.) Do recognize that there

may be individual residents who feel cold or warm no matter what the environmental temperature is.

- e. Is the building's ventilation providing adequate ventilation while preventing excess odors or moisture and removing smoke (if there is smoking allowed in the facility)?
- f. Are there places (other than resident rooms) for family visits?

## 3. Things to note about the resident's room

- a. Adequate amount of space
- b. Adequate light overhead (and at the bedside when requested by residents)
- c. Adequate storage facilities
- d. Comfortable bed and chair
- e. Cleanliness and odors

## 4. Things to note about specific residents

- a. What, if anything, do residents immediately want to tell you?
- b. Whether or not they are comfortable visiting (obviously individuals may have varying levels of social anxiety, but most do not look around nervously before speaking to visitors or answering questions)



- c. Whether or not the resident's person and clothing appear clean
- d. Presence or absence of body odors
- e. Whether or not clothing is appropriate and matching (within reason)
- f. Whether or not they have any sign of physical injury on visible parts of their body.

**5. Basic questions to ask residents regardless of what information they offer**

- a. What they like best about the facility
- b. Whether or not they have any concerns about their care. If they have concerns, what thoughts they have about how the concerns should be addressed.
- c. What things are most important to them at this point in their life
- d. How things are going in relation to those most important things
- e. How they are treated by staff and how staff responds to requests for assistance

**6. Basic questions / comments for staff**



- a. Hiring qualifications of staff
- b. Level of care provided by the facility versus the initial and ongoing training staff are required to take
- c. How staff likes working at the facility, including how long they have been working there
- d. What residents they particularly enjoy working with
- e. Describe the more popular activities for the residents
- f. How the resident's family is involved in the care plan

**7. Red Flags**

- a. Any statements indicating abuse, neglect, or exploitation of any kind that may have occurred
- b. Any look of fear on a resident's face or in their body language (e.g. flinching easily)
- c. Any evidence of physical injury, especially in areas usually not prone to accidental bumps and bruises

