

Choosing a Family Care Home

Questions to Ask

Licensing & Inspections

- ☐ Is the home licensed by the state?
- ☐ Look up the home's star rating and inspection reports on the NC DHSR website, and ask how any problems were corrected
info.ncdhhs.gov/dhsr/acls/star/search.asp
- ☐ How many residents does the home serve?

Staff & Care

- ☐ Who provides care, and what training do they have?
- ☐ Is staff awake and on-site 24 hours a day?
- ☐ How are care plans created and updated, and is family included?
- ☐ How are medications stored, given, and documented?

Daily Life

- ☐ What does a typical day look like?
- ☐ How are meals planned, and can special diets be accommodated?
- ☐ What activities and outings are offered?
- ☐ What are the visiting hours and rules?
- ☐ Will my loved one have a private or shared room, and can they bring their own furniture and personal items?

Health & Safety

- ☐ What happens in an emergency or if my loved one gets sick?
- ☐ How are doctor visits and transportation handled?
- ☐ Is the home clean, safe, and free of odors?
- ☐ Are there grab bars, clear walkways, and working smoke detectors?

Costs & Contracts

- ☐ What is the monthly cost, and what does it include (room, meals, laundry, personal care)?
- ☐ Are there extra fees for added care or services?
- ☐ What forms of payment are accepted (private pay, Medicaid, Special Assistance)?
- ☐ What is the policy for discharge, or if care needs increase?

My Impressions During the Visit
