



## Consumer to Consumer: Tips for Getting Good Care at a Nursing home

### Choosing a Nursing Home

This fact sheet gives you advice and recommendations from the experts – the people who are actually receiving care in a nursing home. Each of the individuals quoted below is a long-term care consumer who was interviewed and asked what suggestions they had about how to choose a good nursing home.

- **When choosing a nursing home:**
  - *Look to see if residents and staff both appear to be happy. In order for residents to be happy, the staff has to be happy.* - Marilyn
  - *Pick a nursing home that is as close to family and friends as possible.* - Brian
  - *Check the beds for comfort! The bed I had was so uncomfortable that I had to bring in my own mattress.* - Marilyn
  - *When considering a specific nursing home, ask people if they have heard anything good about it.* - Brian
  - *Find out if there is an active activity department. That's really important.* - Marilyn
  - *See if the kitchen tries to provide residents with food they like and will eat.* - Marilyn
  - *Find out where the nursing home is with culture change.* - Howard
  - *Are reading materials, like books and a computer available for residents?* - Marilyn
  - *Observe whether wheelchairs are the right size for residents. There is one woman here in a wheelchair that is too big for her and it is very hard for her to get around.* - Marilyn
  - *Ask if the nursing home is responsible for lost or stolen items. If something is missing and can't be found in this facility, they give you a check for \$10, no matter how much the item cost.* - Marilyn