

## Involvement of Families

- Is there an Ombudsman volunteer?
- Are family and friends encouraged to visit?
- Is privacy available for visits with residents?
- Is there a resident or family council?
- Are families encouraged to eat with residents?
- What religious services are available?

## Criteria for Placement and Transfer

- What are the criteria for placement on the Special Care Unit?
- Are there written criteria for transfer to different units of the facility?
- Are there written discharge criteria for placement on the Special Care Unit?

## For More Information About Alzheimer's Disease, Contact Your Local Alzheimer's Association

**Mid-Missouri Chapter**  
1121 Business Loop 70 East  
Columbia, MO 65201 (800) 693-8665

**Southwest Missouri Chapter**  
1500 S. Glenstone, Glen Isle Center  
Springfield, MO 65804 (800) 487-0747

**St. Louis Chapter**  
9374 Olive Blvd.  
St. Louis, MO 63132 (800) 980-9080

**Heartland of America Chapter**  
3846 West 75<sup>th</sup> St.  
Prairie Village, KS 66280-0076  
(800) 733-1981

## Another Option

For information regarding Adult Day Care that specializes in caring for people with Alzheimer's Disease, please call the Section for Long Term Care at 573-526-8524

For More Information on Long-Term Care Facilities:  
**Show Me Long-Term Care**  
[www.dhss.mo.gov/showmelongtermcare/](http://www.dhss.mo.gov/showmelongtermcare/)

**U.S. Government Medicare Site:**  
visit [www.medicare.gov](http://www.medicare.gov)/ click on **Nursing Home Compare**

For more information on long-term care, call **1-800-MEDICARE**  
(1-800-633-4227)



**Missouri Department of Health & Senior Services**  
**Section for Long-Term Care**  
PO Box 570  
Jefferson City, MO 65102  
**573-526-8524**

**Missouri State Long-Term Care Ombudsman Program**  
PO Box 570  
Jefferson City, MO 65102  
**1-800-309-3282**

The Long-Term Care Ombudsman Program is an advocate for Resident Rights in long-term care facilities.

For hearing impaired, Call RELAY MISSOURI  
Text Telephone: 1-800-735-2966  
Voice: 1-800-735-2466  
An Equal Opportunity/Affirmative Action Employer  
Services provided on a nondiscriminatory basis.

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# Guide to Selecting an Alzheimer's Special Care Unit



Special Care Units are in Long-Term Care Facilities and provide environments, programs, and staff specifically designed for the care needs of residents with Alzheimer's Disease.

## First Steps in Selecting a Special Care Unit for Your Loved One

- ➔ Plan on visiting several facilities. When you first visit a facility, ask to see the latest survey/inspection report and the facility's Special Care Unit Disclosure form.  
  
Facilities are required to provide these. The report and the disclosure form can give you a picture of the facility's services.
- ➔ Visit the facility(s) at different times of the day, including meal times, and spend some time on the Special Care Unit.
- ➔ Determining answers to the following items may help you make this important decision.
- ➔ Remember: This will be your loved one's home, would you be comfortable here?

## Costs of Care and Additional Fees

- Does the Special Care Unit cost the same as care in the main facility?
- Are there extra charges?

## Policies and Philosophy of Unit

- What is the facility's restraint policy?
- Do residents look comfortable with staff?
- Is respect shown among residents and staff?
- Are staff interacting with residents?
- Do staff smile?
- Do residents appear happy?
- Does staff have a policy in place to address and resolve problems?
- Can residents purchase toilet items, newspapers, etc., on site?
- Is a telephone available to residents for private conversations?
- Do the residents from the Special Care Unit get off the unit?
- Are residents wandering in and out of rooms?

## Safety and Security Measures

- Does staff respond to call lights?
- What monitoring systems are available for confused residents?

## Physical Environment

- Is the facility clean and odor-free?
- Is the temperature comfortable?
- Are the floors and walls clean?
- Is there the appearance of adequate staffing?
- Is fresh water available?
- Are common areas homelike?
- Is the dining environment attractive?
- Are resident rooms a comfortable sight?

## Resident Activities

- Are there structured activities and is an activity calendar available?
- Who is responsible for leading activities?
- Is there opportunity for social interaction?
- Are residents sitting alone in their rooms, or out with other residents?
- Are there activities in the evenings or on weekends?

## Assessments, Care Planning and Implementation

- Is food nutritious and appetizing?
- Are the residents well groomed?
- Is assistance provided in the dining room for those who need it and is sufficient time allowed to finish the meal?
- Are Occupational Therapy, Physical Therapy, and Speech Therapy available in the facility? How are they paid for?
- Does the facility have a policy of notifying families of medication changes?
- Do residents look alert?
- Are residents dressed completely and appropriately?

## Staff Training and Education

- Does staff respond to residents' needs promptly?
- Is staff respectful of and courteous to residents?
- Is staff trained to deal with dementia?
- Is nursing staff trained to deal with problem behavior?