Things to Observe

- Do residents appear comfortable and content?
- Are residents dressed appropriately and well-groomed?
- Do residents wander in and out of rooms?
- Is there sufficient staff to meet the individual needs of residents?
- Does staff seem happy, helpful and engaged?
- Are call lights answered on a timely basis?
- Does staff connect with residents on a personal level? Do they have meaningful conversations?
- Does the food look and smell appetizing? How is it served?
- Are residents allowed to eat at their own pace?
- Are the common areas attractive and clutter-free? Is there too much noise?
- Is the facility clean and odor-free?
- Is room temperature throughout the facility comfortable?

For More Information, Contact Your Local Alzheimer’s Association 24/7, 800-272-3900

Alzheimer’s Association Greater Missouri Chapter
160 W. Elfindale
Springfield, MO 65807
www.alz.org/greatermissouri

Alzheimer’s Association Greater Missouri Chapter
2609 E. Broadway, Suite 119
Columbia, MO 65201
www.alz.org/greatermissouri

Alzheimer’s Association St. Louis Chapter
9370 Olive Blvd.
St. Louis, MO 63132
www.alz.org/stl

Alzheimer’s Association Heart of America Chapter
3846 W. 75th St.
Prairie Village, KS 66208
www.alz.org/kansascity

Another Option

For information regarding Adult Day Care that specializes in caring for people with Alzheimer’s disease, please call the Department of Health and Senior Services’ Section for Long-Term Care Regulation at 573-526-8524.

For More Information on Long-Term Care Facilities:
Show Me Long-Term Care
http://www.health.mo.gov/safety/show-melongtermcare/

U.S. Government Medicare Site: Nursing Home Compare
visit http://www.medicare.gov/, then type “Nursing Home Compare” in the search engine

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 Regulation
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
LTCOmbudsman@health.mo.gov

The Long-Term Care Ombudsman Program advocates for resident rights in long-term care facilities.

An Equal Opportunity/Affirmative Action Employer
Services provided on a nondiscriminatory basis

11/13 #455
A special care unit in a licensed long-term care facility is specifically designed to meet the individual needs of people living with Alzheimer’s disease and other dementias. A quality unit realizes each person has unique needs; therefore, units differ. A quality unit is person-centered and respects the distinct cultures and values of residents and their families. It is important to find a special care unit that is best for you and your loved one, a comfortable and caring place for your loved one to call home.

**First Steps**

Plan on visiting several long-term care settings. Visit often and spend time in the special care unit at different times—during the day, at mealtimes, in the evening, on weekends.

**Ask to see the Alzheimer’s Special Care Services Disclosure Form.** It outlines the philosophy, training, activities and safety measures designed to assist your loved one. Use the form as a conversation starter during your visit.

**Questions to Ask**

Please note that the following questions are a starting point. You can personalize them, depending on your loved one’s needs.

- What sets this unit apart from other care settings and makes it suitable for people with Alzheimer’s disease and other dementias?
- What are the criteria to live in the special care unit? What personal monitoring systems are used? What criteria must be met before someone can be moved?
- Does staff receive training to care for residents with dementia?
- What is the facility’s restraint policy?
- Are there additional costs for the special care unit? What determines the cost? Is Medicaid accepted?
- How are decisions made? Are families welcome in the decision-making process?
- Are families’ schedules considered, allowing families the opportunity to attend care plan meetings?
- Are families notified if their loved one’s medical needs and care options change?
- Are family members welcome to eat with their loved ones? Can families participate in activities and continue family traditions within the special care unit?
- Is there a Resident Council or a Family Council?
- Can family members visit any time, day or night? Where can families visit privately with their loved ones?
- Are pets allowed to visit or live with residents?
- What spiritual support services are offered? Do these services meet your loved one’s needs?
- If residents are unable to communicate verbally, how does staff understand their needs?
- Do meaningful, structured activities take place? What about spontaneous activities?
- Are there activities during the day, in the evening, on weekends?
- Are residents encouraged to maintain their mobility? What kind of supports are in place to assist them? Can residents move about freely?
- Are residents allowed to maintain their daily routines? Are residents’ preferences and lifelong patterns accommodated?
- Does an Ombudsman volunteer visit the care setting?