



## IMPORTANT CHECKLIST FOR CHOOSING A NURSING HOME

<b>Information</b>	
<b>The Company</b>	
1	Company culture : Vision and Mission statements: Customer First
2	The nursing home is well known and established
3	Quality Management Standards:
a	ISO certified
b	Singapore Quality Class
c	Singapore Promising Brand
d	National Skills Recognition System (NSRS) (Awarded by the Singapore Workforce Agency)
e	In-house Certified training Centre – (Certified by Singapore Nursing Board, Ministry of Education, ITE & WDA)
4	At least 5 years of Operation in nursing home

### **Services**

1	The nursing home has special services : dementia, rehabilitation
2	Added essential services – TCM, Physiotherapy, occupational therapy, ambulance, stroke care, chronic diseases care, wound care and etc.
3	Personalised service - with less than 200 beds
4	Hospital under same management - West Point Hospital under the same management - special rates for residents

### **Nursing Home Living Areas**

1	Clean, tidy, well kept
2	Free from overwhelming unpleasant odors
3	Good lighting and Ventilation
4	Temperature in the home is comfortable for residents
5	Noise levels in all areas are comfortable
6	Furnishings are sturdy, yet comfortable and soothing
7	In house resident doctor – availability of psychiatric / psychological / geriatric services
8	Each resident has personal storage space/closet and drawers
9	Effective Call bell system – answered within 1 minute in the day and 5 minutes in the night.
10	Recreational and private space for residents to move around or meet family members



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### **Hallways, Lounges and Bathrooms**

1	All common areas, rooms and doorways are designed for wheelchair use
2	There are handrails in the hallways and grab bars in the bathroom
3	Toilets & bathrooms are clean, dry and brightly lit

### **Staff**

1	Relationship between staff and residents appears warm, polite and respectful
2	There is full time registered staff nurse at all times
3	Nursing assistants are also qualified and experienced
4	There is a full time licensed resident doctor available at 24/7
5	In-house physiotherapist / TCM physician
6	The home offers training and continuing education program for all staff

### **Residents**

1	Residents are clean, groomed and comfortably dressed
2	Residents appear happy and relaxed

### **Activities**

1	Well planned daily activities for residents
2	Celebrations of festivities
3	Regular outings

### **Menus and Food**

1	Nutritious meals planned by Dietician
2	Special meals for special diets