

Tour Checklist: Questions Most People Never Ask

Use this checklist during tours to get beyond the brochure. Ask for brief, specific answers and, where possible, a document or example to verify.

Staffing and training

- What are the caregiver ratios on days, evenings, and nights in memory care?
- How often do you use agency staff in the memory care neighborhood?
- How many hours of dementia specific training do caregivers complete before working alone?
- Who coaches new staff during their first month, and how is competency signed off?

Clinical practices

- Who reconciles medications at move in, and how often are meds reviewed after that?
- What is your process after a fall? When is the post fall huddle held and who attends?
- May I see a blank behavior log and a sample of how you analyze triggers and adjust care?
- Which hospice partners work on site, and how are goals of care documented?

Engagement and daily life

- May I see a sample life story or engagement profile for a resident, with identifiers removed?
- How is participation tracked, and how often do you review data to adapt activities?
- Do you offer small group and one to one engagement on evenings and weekends?

Environment and dining

- Show me a resident bathroom from the doorway. Is the toilet visible and easy to find at night?
- May I visit the dining room during a real meal? What supports are in use for vision, dexterity, and cueing?
- Where is secure outdoor access, and how often are hydration rounds done during hot weather?

Communication and transparency

- How soon after move in do you hold the first care conference?
- What are your notification timelines for falls, new medications, or illness?
- Do you provide families with access to a portal for daily notes or summaries?

Safety and emergency readiness

- Do you have a generator? Which systems does it power, and for how long?
- May I see your most recent fire, evacuation, and missing resident drill logs?
- What is your plan for hurricanes, flooding, and boil water notices?

Regulatory and quality indicators

- Please share your most recent Texas HHS inspection report and plan of correction.
- What changes did you implement after the last survey, and how do you verify they stayed in place?
- Can you provide quarterly summaries for falls with injury, hospital transfers, and psychotropic use?

Bring a notepad and ask for copies. Clear, confident answers and willingness to share documents are strong signs that the community's everyday practice matches its promises.