

Checklist for Choosing a Retirement Home/Senior Living/Nursing Home

1. Type of Facility	
Is it a retirement home, independent living, assisted living, nursing home, or specialized care?	
Does it offer dementia / Alzheimer care?	
Does it offer options for transitions between different care levels if needs change over time?	
2. Location	
Where is the location? Provide an address.	
Is the facility close to family, friends, or support networks?	
Is it in a preferred environment (e.g., urban, suburban, or rural)?	
Proximity to hospitals, clinics, or emergency services?	
Accessibility to public transport, shopping areas, and leisure activities?	
3. Facilities and Amenities	
Can the rooms be personalized with own furnishing, if needed?	
Are there private or shared living arrangements?	
Are there private rooms with ensuite bathrooms?	
What facilities are available?	
Dining options: how many meals are provided. What about dietary needs? (eg. diabetes, gluten-free)	
Can resident purchase / cater for their own meals (if needed)?	
Availability of Wi-Fi, cable TV, and other utilities.	
4. Medical and Personal Care Services	
Is 24-hour nursing or medical care available?	
Is there a caregiver round-the-clock for emergencies?	
What are the staff-to-resident ratios?	
Availability of specialist care for chronic conditions (e.g., diabetes, dementia)?	
How is medication management handled?	
Are there on-site doctors, physiotherapists, or visiting specialists?	
5. Safety and Security	
Are there safety measures like handrails, non-slip flooring, and emergency call systems?	
Is the facility equipped with fire alarms, emergency exits, and other safety features?	
Security: is the facility gated or have controlled access points? (esp for dementia/Alzheimer)	
6. Staff Qualifications and Care Approach	
Are the staff trained in geriatric care, including specialized care like dementia?	

Does the staff undergo regular training and updates?	
How do staff interact with residents (e.g., kindness, empathy, attentiveness)?	
What is the staff turnover rate?	
7. Lifestyle and Social Activities	
Are there organized activities such as fitness classes, art programs, games, or outings?	
Are there social interaction opportunities (e.g., community events, clubs, group meals)?	
What provisions are there for hobbies and personal interests?	
8. Costs and Financial Considerations	
What is the pricing structure (monthly fees, buy-in fees, extras)?	
Are there any additional costs for services such as medical care, special diets, or activities?	
Is there additional cost for a hospital bed?	
Is there a long-term contract or lease, and are terms flexible?	
What is the deposit and/or registration fee - is it refundable?	
What are the policies for deposits, refunds, and contract cancellation?	
What are payment terms? Upfront payment?	
9. Legal and Accreditation	
Is the facility licensed by relevant authorities?	
Are there accreditations from healthcare or senior care organizations?	
What are the legal terms and conditions regarding the resident's rights, privacy, and decision-making ability?	
Is the contract clear and transparent on service provisions and responsibilities?	
10. Resident and Family Feedback	
Can you speak with current residents and their families about their experiences?	
Are there online reviews or testimonials?	
Is the facility responsive to feedback and concerns raised by residents or family members?	
11. End-of-Life Care	
Does the facility offer hospice care or work with hospice service providers?	
Are there support services for family members during end-of-life care?	
What are the policies on advanced care directives and living wills?	
12. Visitation and Family Involvement	
What are the visiting hours and policies?	
Are there flexible visitation hours?	
Can an appointed medical professional / care facility visit when required?	

Can family members participate in social activities with the resident? (if needed)	
13. Cultural and Religious Compatibility	
Does the facility respect and cater to different cultural and religious practices?	
Are there halal food options and religious services?	
Does the staff speak multiple languages to cater to the diverse Malaysian population? What languages?	
Are there options for celebrating local festivals such as Hari Raya, Chinese New Year, and Deepavali?	
14. Climate and Environmental Comfort	
Is the facility equipped with air-conditioning, given Malaysia's hot and humid climate?	
Does the facility provide shaded outdoor areas or cooling systems in common areas?	
Are there provisions for indoor activities during the rainy season?	
15. Local Healthcare Systems	
Does the facility have connections with nearby hospitals or clinics?	
Are alternative treatments like traditional Chinese medicine (TCM) or other complementary therapies available?	
Availability of physiotherapy or rehabilitation services aligned with local healthcare practices.	
16. Transportation	
Are there accessible transport services for visits to town or medical appointments?	
Are there available (paid) services for medical chaperon (if needed)?	
Availability of public transport links or shuttle services to nearby cities or town centers.	
Is Grab (ride-hailing) or MyCar services readily available and easily accessible?	
17. Regulatory and Compliance	
Is the facility licensed and regulated by Malaysian authorities (MOH) and other local governing bodies?	
Are there compliance checks with local safety and health regulations, especially related to senior care homes?	
18. Transparent Pricing	
Provide a detailed pricing structures (to avoid hidden costs)	
19. Family Caregiver Support	
Does the facility offer respite care options for family caregivers who might need temporary relief from their caregiving duties?	
Is there a minimum amount of days?	
What is the cost? Days/weeks/a month?	