



CARE THAT COVERS, LLC



GWEN ELDERLY SUITES



10 QUESTIONS EVERY FAMILY SHOULD ASK BEFORE CHOOSING A PERSONAL CARE HOME



*The right home isn't just
where they live—
it's where they are known,
valued, and cared for.*



WHY THESE QUESTIONS MATTER



Choosing a personal care home is one of the most important decisions a family will make.

These questions will help you look beyond appearances and find a home where your loved one will truly thrive.



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FAMILY GUIDE #1

Care That Covers



COMPASSION. DIGNITY. RESPECT.

3.

HOW DO YOU GET TO KNOW EACH RESIDENT AS AN INDIVIDUAL?



A quality personal care home takes time to understand each resident's personality, routines, preferences, medical history, hobbies, faith, and life story.

Care should be personalized—not one-size-fits-all.



WHAT TO LOOK FOR:

- A comprehensive assessment process
- Staff who ask questions and listen with compassion
- Care plans customized for each resident
- Updates as needs or preferences change



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Personalized care creates comfort, trust, and a true sense of home.



The best care begins with understanding the person beyond their needs.



4.

WHAT DOES A TYPICAL DAY LOOK LIKE?



Ask to see the daily schedule.

Meals, activities, wellness, quiet time, exercise, and social opportunities should be thoughtfully planned.



WHAT TO LOOK FOR:

- A structured daily routine
- Time for engagement and activities
- Opportunities for social interaction
- Balance of activity and rest
- Purposeful programs that support well-being



CARE THAT COVERS TIP

A purposeful day leads to a healthier mind, stronger body, and a happier heart.



Look for a home that encourages living well every single day.



5.

HOW DO YOU ENSURE RESIDENTS ARE TREATED WITH DIGNITY AND RESPECT?



Observe how caregivers speak to residents. Respect, patience, kindness, and compassion should be visible in every interaction.



WHAT TO LOOK FOR:

- Friendly, respectful conversations
- Staff who listen and respond
- Residents who seem comfortable and valued
- A culture of compassion and patience



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Every word, every touch, and every moment of care should reflect honor, not duty.



Dignity is the foundation of exceptional care.

6.

WHAT SAFETY MEASURES ARE IN PLACE?



Ask about fall prevention, emergency preparedness, infection prevention, medication safety, and staff training. A safe environment protects residents while giving families peace of mind.



WHAT TO LOOK FOR:

- Fall prevention strategies
- Emergency response plans
- Clean, well-maintained spaces
- Proper medication handling and storage
- Staff training and certifications



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A safe environment allows residents to live with confidence and families to rest with peace.



When safety is a priority, every resident can thrive.

7.

HOW DO YOU ENCOURAGE INDEPENDENCE?



Ask how residents are supported in doing as much as they safely can for themselves while receiving assistance when needed.



WHAT TO LOOK FOR:

- Encouragement to do tasks independently
- Appropriate assistance when needed
- Respect for personal choices and preferences
- Programs that build confidence and skills



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Independence isn't about doing it alone—it's about having the support to do it your way.



When residents are empowered to participate, they feel capable, valued, and at home.



8.

WHAT ACTIVITIES AND OPPORTUNITIES FOR ENGAGEMENT ARE OFFERED?

Meaningful engagement should include social events, creative activities, exercise, games, music, spiritual opportunities, and individualized interests.

WHAT TO LOOK FOR:

- A variety of physical, mental, social, and spiritual activities
- Opportunities for creativity and self-expression
- Community outings and celebrations
- Activities that match residents' interests and abilities
- Encouragement to participate—never pressure



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Staying engaged brings purpose, reduces loneliness, and supports better health and happiness.



Look for a home where life is more than care—where it's meaningful and enjoyable.

9.

HOW DO YOU SUPPORT WELLNESS AND HOLISTIC WELL-BEING?

Wellness involves the whole person—body, mind, and spirit. Look for a home that supports physical health, mental clarity, emotional balance, and spiritual peace.



WHAT TO LOOK FOR:

- Nutritious meals and hydration
- Exercise and movement
- Mental stimulation
- Emotional and spiritual support
- Access to healthcare and resources
- Quiet time and relaxation encouraged



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Holistic care nurtures every part of who we are—because true wellness is whole.



Wellness is the foundation for a happier, healthier, more meaningful life.



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#1

10.

HOW DO YOU PROMOTE COMMUNICATION AND FAMILY PARTNERSHIP?



Strong communication builds trust. Families should feel informed, involved, and confident that their loved one is in caring hands.



WHAT TO LOOK FOR:

- Regular updates and open dialogue
- Family meetings and care plan discussions
- Easy ways to reach staff
- Respect for family input and concerns
- Transparency and honesty at all times

