

# Assisted Living Facilities

When an individual cannot remain living in his/her own home, assisted living may be the answer. There are 69 small and nine (9) large assisted living facilities in Howard County. All provide 24-hour supervision, meals, personal care services, medication administration, mobility assistance, and housekeeping and laundry services. Services are provided based on the needs of the individual. Some facilities offer special services such as transportation and hairdresser/barber, usually at an additional charge.

## Tips and Questions When Choosing Assisted Living Facilities

- Verify that the facility is licensed by calling the Office of Health Care Quality at 410-402-8217.
- Make announced and unannounced visits to the facility.
- Visit during mealtime to observe the quality of food served.
- Ask if the facility can accommodate special diets.
- Make sure the contract spells out the level of care, what services will be provided and at what cost. Discharge policies should be clearly defined. It is suggested that an attorney review contracts.
- Ask to see the latest Survey Report.
- Determine if the available space meets the individual's needs. Can they bring their own furniture?
- Ensure that the layout of the facility meets the accessibility needs of the individual.
- Talk with residents and family. Do residents appear clean and well dressed? Do residents appear happy? Are they treated with respect? Are they involved in activities?
- Ask if the facility handles incontinence situations.
- Determine who is responsible for obtaining medications.
- Verify which situations would require that the individual move from the facility.
- Clarify what happens when the money runs out.
- Contact the Long-Term Care Ombudsman at 410-313-6423 for a complaint history.
- Contact the following agencies to obtain the most current survey information:
  - Howard County Office on Aging at 410-313-6542 for 1-16 bed facilities
  - Office of Health Care Quality at 410-402-8217 for 17+ bed facilities

## Easy Comparisons

**All assisted living facilities are required to complete Disclosure Statements, which enable consumers to easily compare the services and components of various assisted living facilities. Ask each facility that you are considering for a copy of their Disclosure Statement so that you can compare the types of services, extra costs, staffing patterns, and other important information.**

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*The Department of Health and Mental Hygiene, Office of Health Care Quality (OHCQ) licenses all Assisted living Facilities in Maryland. Once licensed, the Office of Health Care Quality or the Howard County Office on Aging inspects the facilities on an ongoing basis.*