



## Information Sheet No. 15

# Check list Assisted Living for the Elderly Service Living

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Assisted residential facilities (see also Information Sheet No. 14 Assisted Living) differ greatly in terms of facilities, service package and cost. This relatively new service is not the solution for everyone. Therefore, it is important to gather information ahead of time about all types of services for assistance and care. If you have decided in favour of this kind of living, we would like to provide you with a small checklist that will help on your first visit.

### Location of the facility

- Are services such as a bank, a grocery shop, a hairdresser and a doctors' office nearby?
- Are there communal areas such as café, restaurant, hobby room?
- Is there a park or garden?
- Is there a direct connection to public transportation?
- Do you like the size of the facility?
- Is the facility suitably equipped for seniors and disabled (wheelchair access to the building, wide, unobstructed paths, elevator with automatic doors, etc.)?

### Apartment

- Does the furnishing of the apartment meet your expectations?
- Is the room suitably equipped for seniors and disabled (disabled toilet and shower, door width at least 80 cm, level access to the balcony, no thresholds, etc.)?
- Is there a balcony or terrace?

### Basic services

- Is the basic service package as small as possible?
- Is there a separate contract for care service?
- Is a (socio-educational) specialist available in-house who can provide information, consultation and facilitate services?
- Is someone in the office every day?
- Is there a janitorial service (Ask what the service includes)?
- Is a 24-hour emergency call service available?

- Will you be nursed in an emergency or in case of illness? (Ask what the service includes and its extent)
- Are there communal meal times?
- Is there a programme for recreational activities?

### **Elective services**

- Gather detailed information about the elective services available.
- Can the service provider be chosen individually?
- Do the elective services offered meet your expectations, requests and needs?
- Are the associated costs listed in detail?
- Are the termination dates for the services contractually regulated?

### **Information and admission criteria**

- Did the service providers have a detailed and professional informative discussion with you?
- Did the service providers take time during the first information discussion, and were your personal needs and requests addressed?
- Is there an admission restriction in terms of extent of care required?
- In case of high need of care, can you stay in your home?

### **Contract**

- Are there separate contracts (rental contract and service contract)?
- Are the costs associated with rent, utilities, basic services and elective services listed in detail?
- Are the termination dates for the rental contract and service contract contractually regulated?

**The staff at the nursing support centre is happy to advise you**

**Free service number: 0800 5950059**

**[www.pflegestuetzpunkteberlin.de](http://www.pflegestuetzpunkteberlin.de)**

The responsible body for the nursing support centre are the insurance companies of Berlin and the state Berlin.