



Finding the right Care Home

You may look at several homes before choosing the one that's right for you. Here is a handy checklist to help you think about the care homes you visit, things to look out for and questions you may like to ask.

First impressions

- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

Transport

- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport?
- Are there visitor parking spaces?

Accommodation

- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

Accessibility

- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

Life within the home

- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- Can you bring your pet?
- Are there arrangements for religious observance?
- Can you handle your own money?
- If not, what arrangements are in place?
- Does a hairdresser/chiroprapist/optician/dentist visit?
- Are residents accompanied on visits to the GP or hospital?

Care Quality

- Do the staff appear clean, cheerful and respectful?
- Do the staff talk to residents and how do they talk to them?
- Are the staff clinically trained?
- Does each resident have an allocated key worker?

Catering

- Do you have a choice about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks any time of the day or night?
- Can you eat in your room?

Activities

- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?
- Can you eat in your room?

Gardens

- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

Visitors

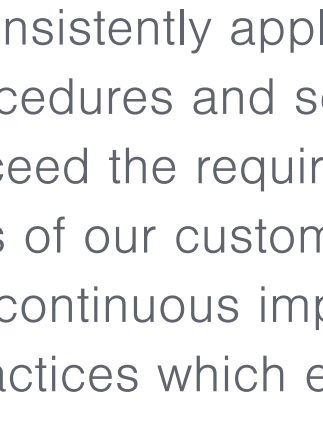
- Are visitors, including children welcome?
- Is there somewhere to see them in private?
- Can your visitors join you for meals?

Contract terms

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?
- Is there a clear complaints policy?

Fees

- How much are the fees? £ _____
- Do the fees cover all the services available?
- Is the notice to terminate reasonable?
- Are you aware of funding assistance that may be available to you?
- Do you need to pay a deposit?



We will consistently apply infection control procedures and services that meet or exceed the requirements and expectations of our customers, actively pursuing continuous improvement through practices which enable each team member to do their job right the first time and every time

- 100% tested
- Correct PPE
- Social distancing
- Minimising transmission
- Hand hygiene
- Regimented cleaning
- Controlled visits
- Safe reunions
- Safe admissions