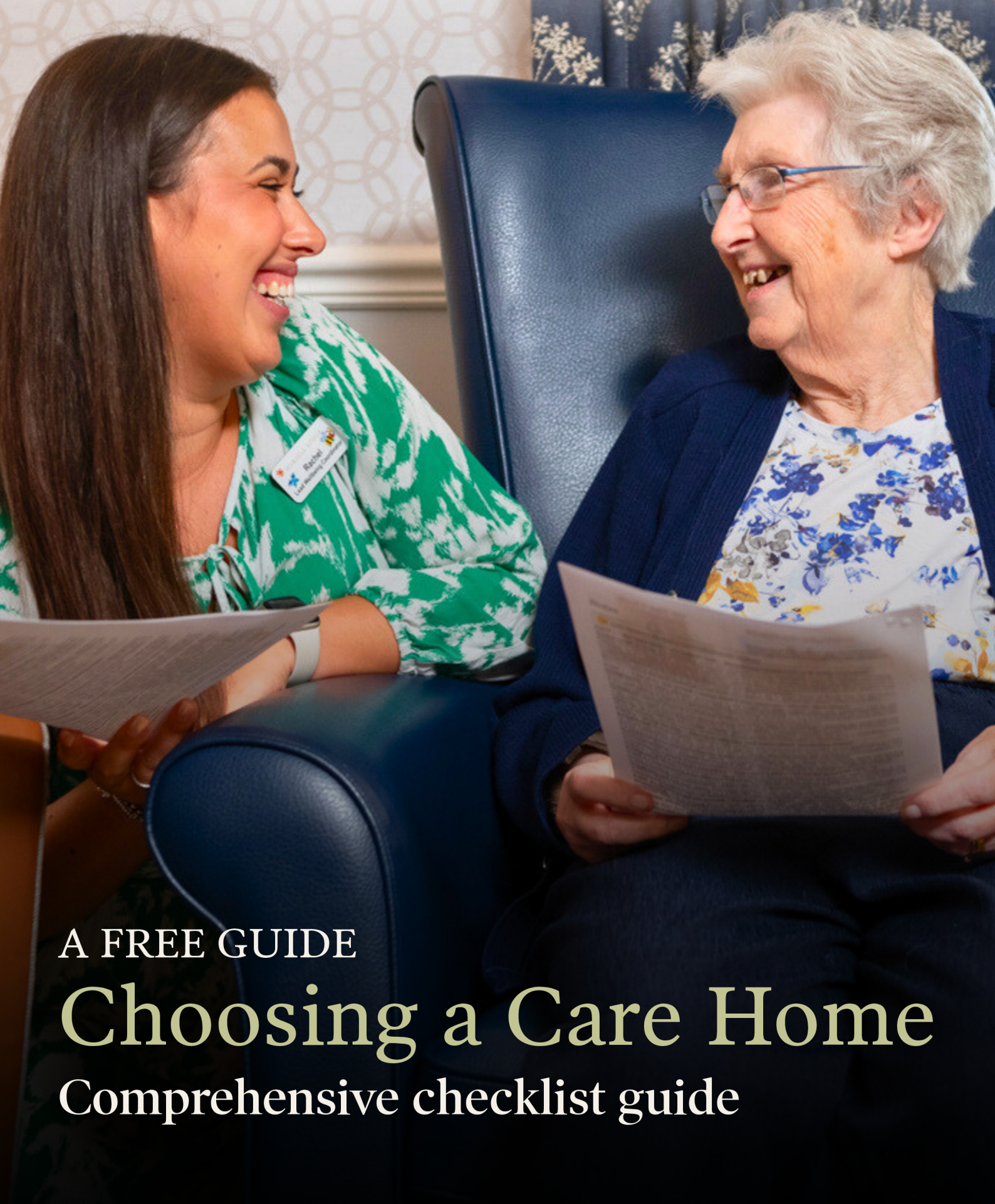




CARING HOMES



A FREE GUIDE

Choosing a Care Home

Comprehensive checklist guide

Finding the right care home

Choosing a care home is a big decision, and it's completely normal to want to visit more than one before you feel confident you've found the right fit.

Every home has its own character, so it helps to know what to look for as you go.

This checklist is designed to make your visits easier. Use it to note down your first impressions, spot the details that matter and remember the questions you want to ask, so you can compare each home fairly once you're home and thinking it all over.

There's no rush to decide on the day. Take the checklist with you, ask as many questions as you need to, and give yourself time afterwards to weigh up what you've seen.



Care Home Check List

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?

☐



Visitors

Are visitors, including children welcome?

☐

Is there somewhere to see them in private?

☐

Can your visitors join you for meals?

☐

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 lock your room and is there a secure place for valuables? ☐

Can you control the heating in your room? ☐

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?

☐

Is the home easy to get to for relatives and friends?

☐

Does the home provide its own transport?

☐

Are there visitor parking spaces?

☐

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?

☐

Are the staff clinically trained?

☐

Does each resident have an allocated key worker?

☐

Do the staff talk to residents and how do they talk to them?

☐

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?

☐

Gardens

Are the grounds/gardens attractive?

☐

Are all areas safe and accessible?

☐

Is there somewhere to sit?

☐

Are they quiet?

☐

Contract Terms

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?

☐

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?

☐

Getting to know the team

The team at a care home make a real difference to a resident's day to day experience, so it's worth taking time to meet them when you visit.

Speak to the manager, the carers and, in homes offering nursing care, the nurses too. A few conversations will give you a feel for how you or your loved one might settle in.

It's also worth asking about training, particularly if nursing care is involved. Our team members complete a thorough induction, hands-on training and ongoing learning, supported by mentors and colleagues who help them build their skills. Many go on to gain recognised qualifications, and some choose to develop their understanding further in areas such as dementia care.

This investment in learning means residents are supported by a team who are confident, well prepared and committed to doing their job well.

You can find out more about how we train and develop our teams on our [careers website](#).



Where to go from here

We hope this checklist has made it a little easier to know what to look for as you visit care homes and think about what matters most to you or your loved one.

If you'd like to learn more, our website has plenty to explore, from the different types of care we offer to detailed pages on each of our homes on our website. You can also find your nearest care home and arrange a visit whenever you're ready.

If you have any questions along the way, please get in touch via our website. We're always happy to help.

Visit our website: www.caringhomes.org

