

A FREE GUIDE

# Choosing a Care Home

## Questions to Ask



## Finding the Right Care Home

Finding the right care home, whether for yourself or for someone you love, can feel overwhelming. It can be an emotional time and busy time.

This simple checklist is designed to help you think through what really matters, ask the right questions and compare options with confidence, at your own pace.

### People and Relationships

- Do staff seem warm, respectful and attentive when speaking with residents?
- Are the staff clinically trained, if relevant to the care needed?
- Do the residents seem happy, active and sociable?
- How does the team get to know residents as individuals - their routines, preferences and life stories?
- Are visitors, including children welcome?
- Can visitors join residents for meals?

### Care and Support

- Is there support for relatives during the transition into care?
- Does the home provide the type of care needed now?
- Can care be adapted over time if needs change?
- How is care planned and reviewed and who is involved?
- Are staff available day and night?
- How does the home keep families informed and involved?
- Is there a call system for emergencies?

### 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 alcohol served or permitted?
- Are there arrangements for religious observance?
- Can you handle your own money?
- If not, what arrangements are in place?
- Does a hairdresser/chiropractor/optician/dentist visit?
- Are residents accompanied on visits to the GP or hospital?

“*Take your time, trust your instincts and don't be afraid to ask questions.*”





## Activities and Wellbeing

- What does a typical day look like?
- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- Are there comfortable communal areas including outdoor space to enjoy?
- Is there a sense of community and companionship?
- Can residents participate in gardening activities?

## Food and Mealtimes

- Are meals freshly prepared and nutritionally balanced each day?
- Can dietary needs, preferences and cultural requirements be catered for?
- Do you have a choice about meals?
- Can you have snacks or drinks any time of the day or night?
- Is mealtime relaxed and social, or can residents eat privately if they prefer?

## The Environment and Accommodation

- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?
- Can you bring your own furniture and TV?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Do all the bedrooms have en suites / wet rooms?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?
- Are the grounds/gardens attractive?
- Can residents enjoy the outside space in the warmer months?

## Fees

- How much are the fees?
- Do the fees cover all the services available?
- Is the notice to terminate reasonable?
- Do you need to pay a deposit?



## A Final Thought

Choosing a care home is not just a practical decision, it's an emotional one too. Take your time, trust your instincts and don't be afraid to ask questions. The right home should feel supportive not only for the person moving in, but for the people who care about them as well.