

## Questions to think about when choosing a care home.

This checklist is designed to help you ask the right questions when visiting a care home to ensure you make the best decision about which care home to choose for yourself or a loved one.

### First Impressions

- ☐ Did you receive a warm and friendly welcome?
- ☐ Is the home clean and does it have a pleasant smell?
- ☐ Is the home decorated and furnished to a good standard?
- ☐ Do the people who live here seem happy and well cared for?

### Care Overview

- ☐ Does the home meet your needs?
- ☐ Has a dedicated person been highlighted for any care needs?
- ☐ Does the home have suitable assisted facilities?
- ☐ Do health care professionals such as doctors, opticians, chiropodists and physiotherapists visit the care home?

### Home Life

- ☐ Will it be easy for friends and family to get to the home?
- ☐ Is the home part of the local community?
- ☐ Is there a quiet lounge available for the people who live here and their loved ones?
- ☐ Are you happy with the outdoor space/ offering?
- ☐ Are the bathrooms easily accessible across the home?
- ☐ Are wheelchairs and walking frames accommodated within the home?
- ☐ Have you noticed safety handrails in the bathrooms and along the corridors?

### Facilities

- ☐ Did you see the available room?
- ☐ Are you happy with the standard?
- ☐ Are you able to bring your own possessions?
- ☐ Are the facilities and amenities suitable?
- ☐ Do the people who live here have their own key to their room?

## Mealtime Experience

- ☐ Can people choose when to eat?
- ☐ Can people eat meals in their room?
- ☐ Is there a varied menu with choice?
- ☐ Are special diets catered for?
- ☐ Are healthy snacks available?
- ☐ Do family and friends dine regularly with the people who live here?
- ☐ Do the kitchen staff know the people who live here and their preferences?

## Activities

- ☐ Do the people who live here choose their daily routine?
- ☐ Is there a varied and engaging plan of activities?
- ☐ Is it possible to take part in everyday life activities such as gardening and cooking?
- ☐ Is exercise part of life in the home?
- ☐ Does the home celebrate special events?
- ☐ Are religious beliefs supported?
- ☐ Can the people who live here and their loved ones take part in regular resident and relative meetings?
- ☐ Are visitors welcome at any time?

## Care Provision

- ☐ Have you noticed if the home has any awards?
- ☐ Do the care teams undergo continuous training?
- ☐ Do the care teams have a good rapport with the people who live here?

## General

- ☐ Were you able to see the home's inspection report?
- ☐ Can a trial stay be organised?
- ☐ Does there seem to be a good communication structure within the home?
- ☐ Has the fee structure been properly explained to you?

Contact us on: **01423 859 859** for more information and to find out what beds we have free in a care home near you.