

## What to look for when choosing a care home

This checklist is to help potential residents and their families when they're looking for a care home. It will help you compare different homes and gives suggestions on what to look for and ask about. We want to help you think about the particular things that are most important to you when choosing a home. You can use the boxes to give 'yes/no' answers or to score each home in the different areas.



**Home 1**

**Home 2**

**Home 3**

Location	Home 1	Home 2	Home 3	Notes
Will it be easy for friends and family to get to the home?				
Is the home convenient for shops, public transport, etc?				
Do the surroundings suit you?				
Is there somewhere you can sit outside?				

### **First impressions**

Did you receive a warm and friendly welcome?				
Were refreshments offered during your visit?				
Is the atmosphere homely and welcoming?				
Is the home clean and pleasantly furnished?				
Does the home smell pleasant?				
Do residents seem happy and well cared for?				

### **Care**

Can the home offer care suitable for your needs?				
How often will your care needs be reviewed?				
Will the home be able to provide any future care needs?				
Will you/your relatives be involved in making decisions about the care?				
Does the home offer/arrange complementary therapies?				
Which doctor can a resident see?				
Are there visiting dentists and opticians?				
How often does the hairdresser visit the home?				
Can the home provide other services such as chiropody, physiotherapy and occupational therapy, if required?				
Does the home have suitable assisted bathing facilities?				
Can residents get up and go to bed when they want to?				
Will relatives be advised as soon as a resident is taken ill?				



<b>Communal areas</b>	<b>Home 1</b>	<b>Home 2</b>	<b>Home 3</b>	<b>Notes</b>
Is there more than one room where residents can sit or see visitors?				
Is there a quiet lounge without a television?				
Are there safe gardens?				
Is there a bar?				
Are there arrangements for people who wish to smoke?				
Is there easy access for wheelchairs and walking frames?				
Are there toilets within easy reach of all parts of the home?				
Are there handrails in the toilets and corridors?				
<b>Bedrooms</b>				
Did you see the room that is available?				
Can residents bring their own possessions and furniture?				
Was it bright and well decorated?				
Are en-suite facilities available?				
Do bedrooms have a television?				
Do bedrooms have a telephone point?				
Can residents use a telephone in privacy?				
Can residents lock their room?				
Is there a lockable drawer or cabinet in the room?				
Does each room have a call system?				
Can you change rooms if you want to?				
<b>Meals</b>				
Can residents eat when they want to?				
Can meals be taken in a resident's bedroom?				
Is there a choice of menu for each meal?				
Can special diets be catered for?				
Can residents make themselves a drink?				



<b>Meals</b>	<b>Home 1</b>	<b>Home 2</b>	<b>Home 3</b>	<b>Notes</b>
Are snacks available at all times?				
Are copies of current menus available for you to look at?				
Are the menus rotated?				
Does the chef consult the residents on their preferences?				
Can residents choose who they sit with in the dining room?				
Can relatives and friends have a meal with you?				
For residents who need help with eating, are staff trained to do this sensitively?				

<b>Activities</b>	<b>Home 1</b>	<b>Home 2</b>	<b>Home 3</b>	<b>Notes</b>
Is there a weekly plan of activities?				
Did you see an example?				
Are residents consulted on what hobbies/interests they have?				
Are special events, eg birthdays celebrated in the home?				
What form of exercise, if any, are residents encouraged to take?				
Does the home take residents on trips outside the home?				
Does the home have access to transport?				
Is it possible to take part in activities outside the home?				
Would the care home be able to help with transport to these?				
Are daily newspapers available for residents?				
Does the home have access to a library facility?				
Can residents be taken to places of worship?				
Can residents take part in the daily activities within the home, if they wish, eg cleaning, gardening, cooking?				
Is there a residents' committee?				
Can relatives/friends help with activities?				
Did you see any photographs of activities in the home?				



Staff	Home 1	Home 2	Home 3	Notes
Did you observe staff being friendly and caring towards residents?				
Does each resident have a member of staff particularly responsible for their care?				
Do staff look as though they've got time to spend with residents?				
What training do staff receive?				
How do staff get to know about a new resident's background, likes, dislikes?				
Did you feel that individual needs and preferences could be met by the home when you visited?				
<b>Visitors</b>				
Are there set visiting times or are visitors welcome at all times?				
Can children visit?				
Can visitors stay overnight if they have travelled a long way or a resident is ill?				
<b>General</b>				
Was the home's statement of purpose made available?				
Was the latest home's inspection report available?				
Can a trial stay be arranged?				
Is there a waiting list?				
Is there a complaints procedure?				
What's included in the weekly fee?				
What's charged as 'extras'?				
Does the home insure a resident's personal possessions?				