

## Care Home Checklist

Care Home ..... Date.....

### ARRIVING AT THE HOME

- Were you welcomed when you arrived?
- Are the furnishings and decoration in good condition?
- Is the home fresh, clean and welcoming?
- Are the residents active and happy?
- If there are visitors there, do they seem comfortable and happy?
- Are the residents dressed nicely with clean shoes and neat hair?

### COMMUNAL FACILITIES

- Are there sitting rooms with and without TV?
- Is there a separate dining room?
- Are there separate mens / womens toilets near the lounge?
- Are there books, magazines and newspapers available?
- Are the gardens attractive?
- Are the gardens accessible with plenty of places to sit?
- Can you get involved with the gardening if you wish?

## BEDROOMS

- Is there a choice of single or shared rooms?
- Are the rooms light and attractive, with nice views from the window?
- Can you adjust the heating or open a window?
- Can you bring in your own furniture and personal effects?
- Can you re-decorate or re-carpet the room?
- Can you have a TV and telephone in your room?
- Is there a call button for help or emergencies?
- Can you lock your room, or keep valuables locked away?

## BATHROOMS

- Are the bathrooms en-suite or shared?
- Are the baths/showers adapted and the bathrooms properly equipped?
- Are the bathrooms clean and hygienic?

## PERSONAL CARE

- Can the home meet your personal and cultural needs?
- Will you have a nominated carer?
- Can you choose when to get up and when to go to bed?
- Can you have a bath / shower when you wish?
- Can your relatives be involved in your care?
- What extra services are available (hairdressing, chiropody etc)?
- What are the arrangements for laundry?
- What happens if your care needs increase?
- What are the arrangements if English is not your first language?

#### LIFE IN THE HOME

- Can you make / take phone calls at any time in private?
- Are there any rules about going out / returning?
- Are there smoking and non-smoking areas?
- Is there are residents committee?
- How involved can residents be in the running of the home?
- Is alcohol served or permitted?
- Are there facilities to make a cup of tea or a snack?
- What arrangements are there for religious observance?
- Can you bring pets to stay or to visit?
- What are the arrangements for handling your own money?

#### ACCESSIBILITY

- Is the home properly adapted to meet current and future care needs?
- Are wheelchairs and walking aids available?
- Are all areas accessible for wheelchairs?
- Is there adequate provision for people with sight or hearing loss?

#### HEALTH

- What happens if you get ill?
- Can you keep your own GP? (check if your doctor will visit there)
- What happens about dental, optician or outpatient appointments?
- What happens about longer hospital stays?
- How is medication handled?

#### MEALS

- Ask to see recent menus – is there good choice and variation?
- Are special dietary needs catered for?
- Can you have meals or snacks in your room?
- Can you choose when you eat and who you sit with?

#### VISITORS

- Are visitors welcome at all times?
- Can visitors stay for meals?
- Can visitors stay overnight?
- Is there somewhere private where you can talk with your visitors?

#### STAFF

- Are the staff friendly and welcoming?
- Do the staff chat to the residents? Are they respectful?
- What staff are available during the day and the night?

#### ACTIVITIES

- Does the home have its own transport?
- Can you get out to the shops or other amenities?
- Are escorts available if necessary?
- Is there a good range of activities / entertainment organised?
- Is there a library service available?
- Can you pursue your own hobbies?
- Do you have to take part in the activities?

## TERMS AND CONDITIONS

- Are the fees within your price range?
- How and when do fees change?
- Do the fees include extra care, toiletries, activities?
- Is the notice to terminate reasonable?
- Can you keep your room if you are on holiday / in hospital?
- Can you have a short stay / trial period?
- Can you see an example of a typical contract?

NOTES:

***finding a care home has never been easier***

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