



Finding the right Care Home

You may look at several homes before choosing the one that's right for you. Here is a handy checklist to help you think about the care homes you visit, things to look out for and questions you may like to ask.

If you are looking for a care home during the current Covid-19 pandemic you may like to consider the following questions

- Is the care home free of Covid-19?
- What steps has the home put in place regarding infection control for new and existing residents?
- Can I visit my loved one in the care home?
- Will my loved one have to self-isolate when they move into the home?
- How often are staff and residents being tested for Coronavirus?
- What activities are taking place in home during the Covid-19 pandemic?
- Does the home have access to adequate PPE?
- Does the home admit Covid-19 positive residents?

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?

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 control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- 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?

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?
- Do the staff talk to residents and how do they talk to them?
- Are the staff clinically trained?
- Does each resident have an allocated key worker?

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?
- Can you eat in your room?

Gardens

- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

Visitors

- Are visitors, including children welcome?
- Is there somewhere to see them in private?
- Can your visitors join you for meals?

Contract terms

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?
- Is there a clear complaints policy?

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?