

Home A	£.....	p/w
Home B	£.....	p/w
Home C	£.....	p/w

First impressions

A B C

- Were you met when you first arrived? A B C
- Do staff seem warm, friendly and polite? A B C
- Do the residents seem happy, active and sociable? A B C
- Does the home feel homely and welcoming? A B C
- Is the home fresh, clean and comfortably furnished? A B C

Fees

A B C

- How much are the fees? A B C
- Do the fees cover all the services available? A B C
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs? A B C
- Is the notice to terminate reasonable? A B C

Transport

A B C

- Is the home easy to get to for relatives and friends? A B C
- Does the home provide its own transport? A B C

Accommodation

A B C

- Are bedrooms single or shared? Is there a choice? A B C
- Can you decorate and re-arrange your room to suit yourself? A B C
- Can you bring your own furniture and TV? A B C
- Is there a call system for emergencies? A B C
- Are there enough sockets in your room? A B C
- Can you control the heating in your room? A B C
- Can you lock your room and is there a secure place for valuables? A B C
- Is there a separate dining room? Bar? A B C
- Are there toilet facilities within easy reach of the communal facilities? A B C
- Are there both showers and baths? A B C
- Are bathrooms adapted to help people in and out of the bath? A B C

Accessibility

A B C

- Does the home have the right adaptations and equipment to meet your needs? A B C
- Are all areas accessible for wheelchair users? A B C
- Does the home have extra wheelchairs and walking aids? A B C
- Is there adequate provision for people with sight or hearing difficulties? A B C

Life within the home

A B C

- Are there any rules and restrictions (e.g. going out, time of return etc)? A B C
- Can you choose when to get up and retire every day? A B C
- How are residents involved in decisions about life in the home? A B C
- Is there a telephone where you can make and take calls in private and comfort? A B C

- Is alcohol served or permitted? A B C
- Are there smoking and non-smoking areas? A B C
- Are there arrangements for religious observance? A B C
- Can you handle your own money? A B C
- If not, what arrangements are in place? A B C
- Does a hairdresser/chiropractor visit? A B C
- Are residents accompanied on visits to the GP or hospital? A B C

Staff

A B C

- Do the staff appear clean, cheerful and respectful? A B C
- Do the staff talk to residents and how do they talk to them? A B C
- Are the staff formally trained? A B C
- Is there an adequate number of staff on day and night? A B C

Visitors

A B C

- Are visitors welcome at all times? A B C
- Is there somewhere to see them in private? A B C
- May your visitors join you at meals? A B C
- Can your visitors stay overnight? A B C

Catering

A B C

- Do you have a choice about meals? A B C
- Is the food varied and interesting? A B C
- Can the home cater for your dietary needs? A B C
- Can you have snacks or drinks any time of the day or night? A B C
- Can you eat in your room? A B C

Activities

A B C

- Can you continue to pursue your hobbies and interests? A B C
- Are there organised activities and entertainment? A B C
- Are outings and holidays arranged? A B C
- How much do they cost? £..... £..... £.....
- Are escorts available if necessary? A B C
- Is a library service available? A B C
- Can you have your own flower bed or help in the garden? A B C
- Can you stay in your own room if you want to? A B C

Gardens

A B C

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

Contract terms

A B C

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