



# Questions to ask about Care Homes

## IS A MOVE TO A CARE HOME RIGHT FOR YOU?

- ☐ Have you considered whether it is possible for you to stay in your own home? Have you considered approaching your local social services department, GP, Age Concern, housing department or benefits agency to see what help is available?

## LOCATION

- ☐ Is the home near family and friends?
- ☐ What are the surroundings like? Do they suit you?
- ☐ Is the home convenient for public transport, shops?

## CARE

- ☐ Can the home offer suitable care for your needs? Including any special needs?
- ☐ Is adequate care available at night?
- ☐ If you require more care in the future, will the home be able to provide this?
- ☐ Will extra care cost more? Are there additional charges for incontinence supplies?
- ☐ If practicable, can your own doctor visit? Does a local doctor visit?
- ☐ Are there visiting dentists and opticians?
- ☐ Are speech therapy, chiropody, physiotherapy and occupational therapy available? Is there a charge?
- ☐ Is a call system available in all rooms?
- ☐ Does the home specialise in providing care for any of the following: Terminal care? Mental confusion? Physical disability?

## ACCOMMODATION

- ☐ Is the home comfortable and inviting?
- ☐ Is it clean? Is there a fresh clean smell?
- ☐ Is it suitable for a wheelchair user? Are there passenger and/or chair lifts?
- ☐ Can you inspect the room you will be offered on admission?
- ☐ Can you be assured that when you have been admitted you will not be required to change rooms, except on medical grounds?
- ☐ If sharing a room with another resident, can you meet that person prior to agreeing to the arrangement?
- ☐ Are steps taken to ensure that future sharing arrangements remain compatible?
- ☐ Can you change rooms if you wish?
- ☐ Are the rooms bright, cheerful and clean?
- ☐ Can residents bring their own possessions and furniture?
- ☐ Do bedrooms have TV and telephone points?
- ☐ If not, are telephones available for residents to make and receive calls in private?
- ☐ Are en suite facilities available?
- ☐ Are all toilet and washing facilities clean and easily accessible?
- ☐ Is there equipment such as grab-rails and bath hoists?
- ☐ Are pets allowed?
- ☐ Is there a separate sitting room and dining room?
- ☐ Is there a quiet lounge without television?

- ☐ Is there a private room to take visitors?
- ☐ Is there guest accommodation?
- ☐ Are there private and pleasant gardens in which to sit?
- ☐ Can valuables be stored safely, with itemised receipts given?
- ☐ Does the home's insurance policy cover loss or damage to residents' possessions, or should individual cover be arranged?
- ☐ Are there smoking and non-smoking areas?
- ☐ Is alcohol permitted?
- ☐ Can residents choose when to get up and go to bed?

### FOOD

- ☐ Is the standard of food good?
- ☐ Is there a choice of menu?
- ☐ Can special diets be catered for?
- ☐ Can meals be served in rooms, does this happen for any of the current residents?
- ☐ Can you make yourself a light snack, or a hot drink?

### FACILITIES

- ☐ Are visitors welcome at any time? Can they stay for meals?
- ☐ Is there a personal laundry service?
- ☐ Are arrangements made for residents to attend religious services outside the home?
- ☐ Is there a minibus?
- ☐ Are frequent social activities, outings and entertainments arranged?

### STAFF

- ☐ Does there appear to be enough staff on duty?
- ☐ Do the staff treat residents with respect? Are they friendly, polite and caring?

### FINANCE

- ☐ Who owns the home? Is it financially stable?
- ☐ Are they willing to provide a Banker's reference?
- ☐ Is there a written contract? (If not, confirm all arrangements in writing before entering the home, and keep a copy of your letter).
- ☐ Are fees paid in advance?
- ☐ Are fees payable in the event of temporary absence - on holiday, or in hospital?
- ☐ What are the financial arrangements in the case of death?
- ☐ What notice is required if you wish to leave the home?
- ☐ What extras are charged for?
- ☐ How often are fees increased, and by what percentage?
- ☐ **Have Social Services agreed funding or can you afford the fees, now and for the future?**

### GENERAL

- ☐ Do you think that you could feel at home?
- ☐ Do you think you would get on with the other residents?
- ☐ Can a trial stay be arranged?
- ☐ What are the fire regulations? Are there regular fire drills?
- ☐ Is there a complaints procedure?
- ☐ Is there a waiting list?