

Choosing the right home for you

Please see the list below, which can be used when visiting a care home.

Impressions of the home

- Does the home have an accessible outside garden area?
- Has the building been maintained?
- Do the team seem welcoming?
- Is the home clean?
- Does the home smell fresh?
- Is the home a comfortable temperature?
- Is the home well decorated?

Accessibility

- Is there good wheelchair access within the building?
- Did you find the home easily?
- Was there onsite parking?

Team members

- Have the team been welcoming and helpful?
- What is the team/resident ratio?
- Are all team members trained to care for residents with dementia?
- How are team members trained?
- How do team members learn about the residents' lives and experiences?
- Is there always a senior team member on site?

Care Needs

- Does the home complete an assessment for all residents before agreeing to accept them?
- Do residents have a dedicated team member who is responsible for their care?
- Are loved ones involved in care decisions?
- If care needs change or increase, will you have to move home?
- Do all rooms have ensuite wet rooms?
- Are residents supported to the toilet if needed?
- Does the home have a specific GP, or will you keep your own GP practice?
- Do health staff visit regularly, opticians, chiropodist, dentist, district nurses?
- Who decides when a health check-up is needed?
- Is transport provided for hospital and clinic appointments?
- Will team members accompany residents to appointments?
- How does the home inform family members of a change in health?
- Can the home offer palliative care?

Visiting

- What are visiting requirements?
- Are there set times for visiting?
- Are children allowed to visit?
- Are pets allowed to visit?
- Can a resident be taken out for the day? Or overnight?
- Can loved ones have a meal with residents?

Food

- Can residents eat in their room?
- If eating in their room, will they be offered the same menu?
- Outside of the menu can residents request something different?
- Can you meet dietary needs?
- Are snacks available?

- Is all food prepared on site?
- How often does the menu change?
- Is a sample menu available?

Considerations

- Can residents choose their routine, such as when they get up and when they go to bed?
- Is an alarm bell in all rooms?
- Can residents choose what they wear?
- Can residents bring their own furniture?
- Are there arrangements for handling residents' money?
- Is there a safe in residents' bedrooms?
- What security is in place to ensure residents are safe?
- Is there a mix of female and male residents?

Activities

- Do residents seem happy and occupied?
- Are there facilities and social areas?
- Is there an activities team?
- Are residents' preferences considered when planning activities?
- Are team members spending time with residents?
- Is there tv, radio, library, newspapers, internet access, hairdressing services?
- Is there a sample activities planner?

Contracts and Fee's

- Can you see a copy of the homes contract?
- Is there a trial period?
- What happens if you are unhappy once you move in?
- Are notice periods reasonable?
- What are the homes fees?
- When do they increase?
- Is a deposit or advanced payment required?
- Are extra services included?

Feedback, compliments, and complaints

- Are you encouraged to provide feedback?
- Is there a complaints procedure?
- Can team members explain the procedures to you?