

# Checklist for Viewing a Care Home

Sometimes it can be hard to remember all the different things you want to ask when visiting a care home.

That's why we've put together this simple list covering the areas that matter. Feel free to print it out and take it with you.

We also know that different people have their own needs, so there is space at the end for you to add your own questions too.

We hope you find it helpful when deciding where is best for you or your loved one.

## Setting and location

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Is the home in a pleasant setting?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Are the grounds well kept?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Does the outside of the building look cared for?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Are there gardens and space for residents to sit outside?                                  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Is it far to local facilities, such as the Post Office, shops, cafes or pubs?              | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Is it easy for visitors to get to and is there parking available in the grounds or nearby? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

## First impressions

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Does it look and feel like the sort of place where you or your relative could be comfortable?  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| When you first go into the hallway, does it strike you as warm and homely?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Is the home well-decorated, clean, tidy and comfortable? Though the décor may not be your personal taste, it's important that it looks well cared for. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Were you made to feel welcome?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

## People

- Do the residents seem happy and cared for? Are they joining in activities? Yes  No
- Did the manager or a member of staff greet you and take the time to sit down with you and answer your questions? Yes  No
- Were the staff members you met pleasant and caring? Were they attentive to residents, talking to them and helping those who needed it? Yes  No
- Do staff receive regular training and are there enough qualified nursing staff, where nursing care is provided? Yes  No
- How do staff get to know new residents and understand their likes and dislikes? Yes  No
- Do staff seem to treat residents as individuals? Yes  No
- Is there a comments book or are there letters from residents or family members on display? Yes  No
- Are any customer satisfaction surveys undertaken with residents and are you able to see the responses? Yes  No

## Care

- Do the residents seem happy and cared for? Are they joining in activities? Yes  No
- If help was needed with bathing, would assistance be available every day? Yes  No
- Will care needs be regularly reviewed and will you be involved in decisions? Yes  No
- Does the home have a regularly visiting GP or can residents keep their own doctor? Yes  No
- Do hairdressers, dentists, opticians and chiropodists also visit the home, or are residents taken to them? Yes  No
- How is personal laundry taken care of? Yes  No
- Are residents able to come and go, get up or get to bed when they like, within reason? Yes  No

## Bedrooms

- Ask to see a room similar to the one that might be offered to you. Is it warm, welcoming, nicely decorated and comfortable? Yes  No
- Is there a bathroom or toilet en-suite? Yes  No
- Can residents bring their own things, such as ornaments, pictures or a favourite chair to make the room feel more like theirs? Yes  No
- Does the room have a television and telephone? If there is no telephone, can residents have privacy when making calls? Yes  No
- You may also want to know if there is internet access or if it is offered elsewhere in the home. Yes  No
- Does the room have a system for calling staff? Yes  No
- Does the door lock and is there a lockable drawer or cabinet? Yes  No

## Communal areas

- Where do residents socialise, see visitors, watch television or enjoy some quiet time away from the TV? Yes  No
- Is there a safe garden and patio area? Yes  No
- Are there plenty of toilets so that residents don't have to keep going back to their rooms? Yes  No
- Are there handrails in corridors and wheelchair access, should you or your loved one need it now or in future? Yes  No
- If you are a smoker, is there an area where you are catered for? Yes  No

## Meals

- Ask to see the dining room and to look at a menu for that day, as well as other sample menus. Yes  No
- Can you see a meal being served and try a little? Yes  No
- Is there a choice of what to eat and when to dine? Yes  No
- Are menus changed on a regular basis? Yes  No
- Are snacks available at any time of day? Yes  No
- Are residents consulted about the menus or is there another way they can have their say about the food? Yes  No
- If assistance is needed with eating, are staff willing to help? Yes  No
- Are special dietary needs or cultural requirements catered for? Yes  No
- Is the food freshly prepared? Yes  No
- Can you choose to eat in your room if you want privacy? Yes  No
- Can residents sit where they want in the dining room? Yes  No
- Are family and friends able to have a meal with their loved one when they visit? Yes  No
- Can residents make their own drink or snack, or have one made for them, late at night or early in the morning? Yes  No

## Activities and events

- Is there an events plan, and can you see it? Yes  No
- Are residents asked about their hobbies and interests and are these catered for? Yes  No
- Is there a residents' committee? Yes  No
- Are trips organised outside the home? Yes  No
- Are events such as birthdays celebrated? Yes  No
- Are there exercise groups? Yes  No
- Can residents take part in activities outside the home? Yes  No
- Are religious needs met? Yes  No

## Visitors

Are you happy with the arrangements for friends and family to visit?

Yes  No

Is there somewhere at the home, or nearby, where family can stay if they have travelled a long way to see their loved one when they are ill?

Yes  No

## Other considerations

Were the costs and charges fully explained and did they seem fair?

What is included in the fees and what costs extra?

Were the staff happy to answer all your questions and were you satisfied with the answers?

Were you able to talk to residents or see their or their families' comments?

If you're looking for a place for yourself, do you feel you could continue your way of life to a reasonable extent in the home?

If more care is needed in future, could the home provide it?

Are pets allowed to stay at the home or be brought to visit?

## Contracts

What is included in the basic fee and what is charged extra?

What is the notice period you have to give if you or your relative wants to leave?

What is the basis on which fees are reviewed or increased?

What notice period would you receive if the home were to close?

## Notes

## For further information

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