

# Care Home Checklist

As a care home charity we believe that when you're visiting a care home, either with or on behalf of a loved one, the more information you have, the more confident you'll feel about the decision you make.

It can be very useful to visit a home with another relative or friend as you'll each focus on different things and can speak to different staff to get a feel for the home. Even the smell of the home can affect the way you think about it, and it's helpful to be able to discuss this sort of thing with someone else after the visit.

Most people will visit approximately three care homes before making a decision about which home is right for them.

Our helpful care home checklist can help you keep track of the things that matter to you.

## Make a note of the care homes you have visited here:

Is there a garden or courtyard, is it well kept and

h) Is there a working lift? If so is it big enough to

accommodate a wheelchair?

g) Does the home use signs or pictures to help people find

f)

accessible?

their way around?

Ca	re home 1				
Care home 2					
Care home 3					
Care home 4					
We suggest you read the latest CQC inspection report (available in the home or online) to help with your decision.					
Location, building and accessibility			Care		
a)	Does the home have its own parking?	1	2	3	4
b)	Is it close to public transport?				
c)	Is it close to local amenities and shops?				
d)	Is the home easily accessible for those with mobility problems?				
e)					
c)	Is the building suitably secure for residents?				

First impressions count		Care home				
		1	2	اان ا	4	
a)	Is the home well-presented and does it feel clean?		_			
b)	Is there a clean fresh aroma as you walk into and around the home?					
c)	Were you greeted in good time and politely?					
d)	Are the buildings and grounds well maintained?					
e)	Are the rooms well decorated?					
Α	re staff caring and friendly?					
a)	Are staff welcoming and interested in you and your loved one?					
b)	Do you see staff respect the privacy and dignity of the residents e.g. knocking doors before entering a room?					
c)	Does each resident have a key worker (someone who really gets to know the residents and possibly shares common interests)?					
d)	Do members of staff get to know residents on an individual basis?					
e)	Can staff be seen around the care home?					
f)	Is there a manager in post and a senior member of staff on duty at all times?					
g)	How and when are care notes recorded?					
h)	Does the home have a consistent staff team with no, or very low, agency staff use?					
i)	Does the home provide regular training for their staff?					
j)	Are there members of staff who can speak your preferred language?					

### Meeting care needs

		- 1	2	3	4
a)	Does the home assess a new resident's situation and needs to ensure they can deliver the care needed?				
b)	Are residents and their families involved in decisions about their care?				
c)	Do the bathroom and toilet facilities meet your relative's needs?				
d)	Does the home link with a specific GP practice?				
e)	Do healthcare professionals such as opticians and chiropodists visit regularly?				
f)	Are there travel arrangements for regular hospital and clinic visits?				
	■ Do staff accompany residents?				
	■ Is there a charge for transport and staff time?				
g)	Can the home offer support for end-of-life care?				
h)	Who decides when a health check-up is needed?				
i)	How does the home support people living with sensory impairments or dementia?				

Care home

My private room								
		Care ho						
۵۱	le the hadroom picely decerated?	1	2	3	4			
a)	Is the bedroom nicely decorated?							
b)	Does the room have ensuite facilities/shower?							
c)	Can residents bring their own furniture and belongings?							
d)	Is there an emergency nurse call system?							
	Are nurse call alerts sent to handsets to stop noisy bells ringing in the corridors?							
e)	Are there technological devices that have been installed to help residents feel safe, undisturbed and well rested such as:							
	■ Movement alarms							
	■ Fall detection mats							
	<ul><li>Regular checks on welfare and wellbeing during the night</li></ul>							
	■ Night-time acoustic monitoring							
D	ay-to-day considerations							
a)	Does the home use signs or pictures to show residents which room is theirs?							
b)	Can residents choose their own routine, such as when they get up, go to bed, have a meal or go out?							
c)	Can residents choose which clothes to wear?							
d)	Can a resident bring their pet to live with them?							
e)	Is there an accessible and safe garden?							
f)	Are doors unlocked so residents can access the outside areas whenever they would like to?							
g)	Are communal toilets and bathrooms clean and well maintained?							

Food		Care home				
		1	2	3	4	
a)	Can residents choose to eat in the dining room, or their own room?				Ē	
b)	Is there a choice of food and can you see sample menus?					
c)	Is the menu changed regularly?					
d)	Are snacks available at any time of day or night?					
e)	Is food prepared on the premises?					
f)	Can the home meet your relative's dietary needs?					
g)	Can residents and visitors make their own drinks?					
h)	Can residents store food in their room?					
S	ocial life and activities					
a)	Do residents have a range of opportunities to do things they have always done? Or try new things?					
b)	Do residents have the opportunity to get out and about to local shops, places of interest and attractions?					
c)	Is there an activities co-ordinator?					
d)	Are there lounges or social areas with furniture arranged to allow small groups to socialise?					
e)	Are staff spending time talking to residents and not just being task focused?					
f)	Do staff read to those with sight impairment?					
g)	Does the home have its own pets?					

#### Having visitors Care home a) Can visitors visit whenever they would like to? **b)** Are there facilities for visitors to stay overnight? c) Is there a space for residents to spend time with visitors? d) Are visitors able to visit during meal times and can they have meals with residents? e) Can the home install a personal telephone in the bedroom with a direct dial telephone number? f) Will the home support residents and relatives to ring each other using the home's phone, resident's mobile telephone, Skype or other contact options? g) Does the home provide an online portal so relatives can keep up-to-date with their loved one's care and life. h) Are young children welcome Contracts and fees a) Can you see a copy of the care home's contract and terms and conditions? **b)** Can you or your relative stay for a trial period? c) Is it clear how fees are structured, calculated and collected? d) Are extra items or services not covered by the basic fees clearly identified and accounted for? e) Will a deposit or advanced payment be required? Are fees expected for a fixed period once a resident f) leaves? a) Do costs increase annually? h) What are the home's fees? 2 £ £ 3 4 £ £

#### Feedback and complaints Care home a) Are there any letters of appreciation you can read? b) Are you encouraged to give feedback? c) Is the complaints procedure readily available? d) Are families encouraged to be involved in the life of the home? e) Is the manager accessible and approachable? f) Can staff explain the procedures if there are serious incidents, complaints or safeguarding concerns raised? Are these things important to you? Did you see them in the home? a) Hairdressing services b) TV lounge Quiet lounge or reading room d) Radio Newspapers f) Books or mobile library **q)** Free internet access h) Shared computers Public phone i)