



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.

Meeting care needs

Care home

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a) Does the home assess a new resident's situation and needs to ensure they can deliver the care needed?

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b) Are residents and their families involved in decisions about their care?

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c) Do the bathroom and toilet facilities meet your relative's needs?

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d) Does the home link with a specific GP practice?

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e) Do healthcare professionals such as opticians and chiropodists visit regularly?

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f) Are there travel arrangements for regular hospital and clinic visits?

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■ Do staff accompany residents?

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■ Is there a charge for transport and staff time?

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g) Can the home offer support for end-of-life care?

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h) Who decides when a health check-up is needed?

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i) How does the home support people living with sensory impairments or dementia?

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My private room

- 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
 - Regular checks on welfare and wellbeing during the night
 - Night-time acoustic monitoring

Care home

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Day-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?

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Having visitors

- 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

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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?
- f) Are fees expected for a fixed period once a resident leaves?
- g) Do costs increase annually?
- h) What are the home's fees?

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