

Care Home Checklist

FIRST IMPRESSIONS

- Where you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

FEES

- How much are the fees and what do they include?
- Are there any extra charges for services?
- Do the fees cover all the services available?
- Under what circumstances will the fees alter— e.g. annually or according to increasing needs?
- Is the notice to terminate reasonable?

TRANSPORT

- Is the home easy to get to for relatives and relatives?
- Does the home provide its own transport?

ACCOMODATION

- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in our room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room?
- Are the toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

ACCESSIBILITY

- Does the room have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

STAFF

- Do the staff appear clean, cheerful and respectful?
- Do the staff talk to residents and how do they talk to them?
- Are the staff formally trained?
- Is there an adequate number of staff on day and night?

VISITORS

- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- May your visitors join you at meals?

LIFE WITHIN THE HOME

- Are there any rules and restrictions (e.g. going out, time of return etc)?
- Can you choose when to get up and retire everyday?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in privacy and comfort?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- What arrangements are there for religious observance?
- Can you handle your own money? If not, what arrangements are in place?
- Does a hairdresser/chiropractor visit?
- Are residents accompanied on visits to the GP or hospital?
- Is your property insured against loss or damage?

CATERING

- How much choice do you get about meals?
- Is the food varied and interesting?
- Is the food good quality or value brands?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks at any time?
- Can you eat in your room?
- Can you have assistance with eating?

ACTIVITIES

- Can you continue to pursue your hobbies and interests?
- What activities and entertainment are organised?
- Are outings and holidays arranged? How much do they cost?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?

GARDENS

- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

CONTRACT TERMS

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt out?
- What notice do you have to give if you change your mind?