

Finding The Right Care Home

Care Home Checklist

When you make the hard decision to begin looking for a care home, albeit a residential, nursing or dementia care home, it's a good idea to do a bit of research first.

To start off your search, read the most recent CQC (Care Quality Commission) Inspection Report for the care home. It will either be downloadable on the care home's website, ask the care home directly for a copy or you can search for it at www.cqc.org.uk.

We have put together an extensive list of simple questions for each home you visit.

i *If the answers are not visibly clear when you tour a care home then make sure you ask the management or staff for the answers.*

- | Yes | No | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Does the care home do assessments for new residents, taking into consideration their current situation and needs before accepting them? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do the care home staff have experience of caring for any particular health conditions? For example dementia. If yes, what conditions?
<input style="width: 100%; height: 20px;" type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the care home currently have vacancies, or is there a waiting list? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the care home offer Respite Breaks? |



Property & Grounds

Yes No

Does the care home and its grounds look well maintained?
.....

Is the care home and its facilities accessible for wheelchairs and are the doorways wide enough?
.....

Is there parking for visitors?
.....

Does the care home and its grounds / garden feel inviting?
.....

Is the care home in a nice setting?
.....

Are the care home staff polite and welcoming?
.....

Is the care home clean?
.....

Does it smell fresh?
.....

Are the bedrooms and communal areas a nice temperature?
.....

Are the bedrooms and communal areas decorated nicely?
.....

Are the bedrooms and bathrooms accessible?

Management & Staff

Yes No

- Is there a Care Home Manager or senior member of the Care Home Team on duty at all times?
-
- Does the care home make sure there is a good ratio of Care Home Team staff to residents during the day, at night and at weekends?
-
- Does the care home involve residents and their families / loved ones in any or all decisions about their care?
-
- If a resident's needs change or increase how is this managed?
-
-
- Is the care home linked with a specific GP practice?
-
- Do residents receive additional health visits, for example opticians and chiropractors?
-
- Does the care home arrange travel for its residents to attend regular hospital and clinic visits?
-
- Does the care home inform a resident's family / loved one that they are unwell?
-
- Does the care home offer support for end-of-life care?
-
- Is there a residents' call-bell system?
-
- Does the care home display easy to read / recognised signage to help residents navigate their way around the care home?
-
- Are all language needs met if, for example, English is not a resident's first language?
-

Daily Care & Belongings

Yes No

Can residents choose their routine, for example getting up in the morning, meal times, when they go to bed in the evening?

Can residents choose what they want to wear each day?

Does the Care Home Team ensure that residents' clothes don't get mixed up?

Can a resident bring their own furniture and belongings into their room at the care home?

Are there arrangements for handling a resident's personal money?

Can residents choose whether they have a daily bath or shower?

Visitors

Yes No

Does the care home have / allow pets, or can residents bring their own pets?

Are there any restrictions on visiting times or numbers of visitors?

Are there facilities for visitors to stay overnight?

Are young children welcome?

Does the care home encouraged residents, their families and loved ones to give feedback?

Does the care home encourage families and loved ones to be involved in the life of the home? If yes, how?

Food

Yes No

What are the mealtime arrangements? Can a resident choose where to eat a meal?

Is there a choice of food on a daily basis?

Does the care home have a sample menu that can be shared with prospective residents?

Are all dietary requirements met?

How often do the menus change?

Are snacks available 24/7? If so, can the Care Home Team give you an example?

Are all meals freshly prepared?

Can visitors bring residents food, drinks and treats?

Can visitors and residents make their own drinks?

Are visitors allowed to visit their loved ones or family members during meal times?

Can visitors arrange to have meals with residents?

Activities & Socialisation

- | Yes | No | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | What is the ratio mix of residents at the care home - female and male?
<input type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | How are residents encouraged to stay active? |
| <input type="checkbox"/> | <input type="checkbox"/> | How often does the Activity Co-ordinator change the programme?
<input type="text"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | In the lounges or social areas, is the furniture arranged to allow small groups to socialise? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there provision to support residents with sight impairment? |
| <input type="checkbox"/> | <input type="checkbox"/> | Does the care home have regular social activities? If yes, what?
<input type="text"/> |

Financial & Contractual

Yes No

Is a copy of the care home's contract and terms and conditions visible / accessible?

Can residents stay for a trial period to see if they like the care home?

If a resident is unhappy with the care home after moving in, what is the process to support them?

Are residents' valuables covered by the home's insurance policy?

Are the care home fees clear how they are structured, calculated and collected?

Does the care home require a deposit or any advanced payment?

Are the care home's fees reviewed each year and if yes, how is the inflationary fee increase calculated?

If it's a nursing home, are NHS-funded nursing care payments accounted for in the fee structure?

Please note: In many nursing homes the resident pays the full fee and when the care home receives the NHS payment, funds are repaid to the resident.

What services are included in the basic care home fees and what services are not included?

Do the fees vary if the resident's needs change? If so, how is this assessed and communicated?

What are the current fee rates for the different dependencies?

If the resident is self-funded, what happens if their funds run out?

What, if any, fees are payable after a resident's death?

Is the complaints procedure readily available / visible in the care home?