

# Checklist

## for Viewing a Care Home

	YES	NO	N/A
<b>SETTING AND LOCATION</b>			
Is the home in a reasonably pleasant setting? Are the grounds neat and tidy? Does the outside of the building look cared for?			
Are there gardens and spaces for residents to sit outside?			
Is it near shops, the Post Office and other facilities you might want – restaurant, tea rooms, pub, social clubs etc?			
Is it convenient for visitors to get to and is there parking available in the grounds or nearby?			
<b>FIRST IMPRESSIONS</b>			
Does it look and feel like the sort of place you or your relative could live in and be comfortable?			
When you first go into the hallway, does it strike you as pleasant, homely and efficient or institutional? Does it smell pleasant?			
Is the home well decorated, clean, tidy and comfortable? (The décor may or may not be to your personal taste because we all have different tastes. The important thing is does the home look as though it is well cared for?)			
Were you made to feel welcome?			
<b>PEOPLE</b>			
Do the residents seem happy and look as though they are cared for? Do they appear occupied?			
Did the manager or a member of staff greet you and take the time to sit you down to listen to your requirements and let you ask questions?			
Did you see or meet staff members on your tour of the home and did they seem pleasant and caring? Did they appear to spend time with residents – for instance talking to them or helping frail residents to eat and drink?			
Do staff receive regular training and is there qualified nursing staff on hand (In a home that provides nursing care)			
Do staff spend time to find out about a new resident and get to know their likes and dislikes?			
Do staff seem to treat residents as individuals and people?			
Is there a comments book or letters from residents or family members on display?			
Does the home undertake customer satisfaction research with its residents and if so can you see the highlights?			
<b>CARE</b>			
You will have already checked that the home offers the type of care suitable to your needs before adding it to your shortlist, but are the training and qualifications of staff suitable in relation to your needs?			
If assisted bathing is required is assistance available every day?			
Are your care needs likely to be reviewed on a regular basis and are you and your relatives involved in decisions?			
Does the home have a regular visiting GP or can you see your own GP?			
Are the facilities you require available? E.g. visiting dentists, opticians, hairdresser, chiropodist etc.			
Is personal laundry taken care of?			
Are residents able to come and go, get up and go to bed when they want, within reason?			
<b>BEDROOMS</b>			
Ask to see the room you would be allocated or one very similar. Is it warm, welcoming, nicely decorated and comfortable?			
Are there en suite facilities?			
Can you bring personal possessions, such as ornaments, pictures a favourite chair, to personalise your room?			
Does the room have a television and telephone? (If no telephone available, then ask what facilities are there for you to have privacy while you make calls).			

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Once you have answered the questions, review the results which should help you understand if the home can provide for your relatives' needs.

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You may also want to know if the room has internet access or if it is offered elsewhere in the home?			
Does the room have a system for calling?			
Does the door have a lock and is there a secure lockable draw or cabinet?			
	YES	NO	N/A
<b>COMMUNAL AREAS</b>			
Are there facilities for residents to socialise; see visitors; watch TV; or relax and read without TV going on in the background?			
Is there a safe garden/patio area?			
Are there plenty of toilet facilities, so residents don't have to keep going back to their rooms?			
If you are a smoker, is there an area allowing you to smoke?			
<b>MEALS</b>			
Ask to see the dining room and to look at the menu for the day as well as some other sample menus.			
If possible try to see a meal being served and taste a sample.			
Is there plenty of choice of what to eat and when to eat?			
Are menus changed on a regular basis?			
Are snacks available at any time of the day?			
Are residents consulted on menus or is there some process for to give comments about the food?			
If you need assistance with eating are there staff able to help?			
If you have special dietary needs or religious requirements are they catered for?			
Is the food freshly prepared?			
Can you choose to eat in your room if you want privacy?			
Can residents sit where they wish in the dining room?			
Are visiting family and friends able to have a meal with you?			
Are there facilities to make a drink or snack, or have one provided for you if you want one late at night or early in the morning?			
<b>ACTIVITIES and EVENTS</b>			
Does the home have an events and activities plan and can you see it?			
Are residents asked about any hobbies or interests they might have and are there hobbies groups?			
Is there a residents' committee?			
Are trips organised outside of the home?			
Are events such as birthdays celebrated?			
Are there exercise groups?			
Can residents take part in activities outside of the home?			
If you have religious needs are they met?			
<b>VISITORS</b>			
Are happy with the arrangements for family and friends to visit?			
Is there a facility at the home (or nearby) where visitors could stay if you are ill and they have travelled a long way to be with you?			
<b>OTHER CONSIDERATIONS</b>			
Were the costs and charges fully explained and did they seem fair? What is included in the fee and what is			

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