



This is a simple guide to help you find the right home with the correct level of care for you. In all important things in life, it's a very personal decision. Therefore as helpful as these questions are, the most important thing is to listen to your gut reaction;

- **How does the home make you feel?**
- **What are your senses telling you? (What do you see, hear and smell when you visit?)**
- **How do all the staff interact with you, not just the person showing you round?**
- **And ask lots of questions, it's going to be your home, so ask whatever you like.**



First Impressions

- Is the home well maintained?
- Are outside spaces beautiful and fully accessible?
- Does the home look clean and smell fresh?
- Is the home well decorated?
- Do you see happy, chatty residents?
- Can you easily find your way round?



Questions To Ask Staff

- Do staff get to know residents interests and likes?
- Are staff well trained?
- Is there an appropriate staff to resident's ratio?
- Does the home have Nurses?
- Is there a low staff turnover?
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Questions to ask about care

- Does the home assess new residents before accepting them?
- Does the staff team have experience of your health issues?
- Do you get a named member of staff as your keyworker?
- If your care needs change, can this home meet them?
- Does the home have a link with a local GP?
- Does the home get regular visits from service like Options and Chiropractors?
- Will the home inform friends or family if you are taken ill?
- Can the home support any hospital appointments?
- Does the home offer End of Life Care?



Questions to ask about your Social life

- Is there an activities coordinator?
- How are you supported to keep fit and active?
- Are you supported to maintain your interests and learn new ones?
- Does the home have its own transport to take you out and keep you connected?
- Are there strict visiting times?
- Can your visitors bring in well behaved pets?
- Does the home have private dining facilities?
- Does the home have quiet spaces away from TV or music?
- Can visitors come and meet you in the café?
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Questions about Food

- Is the food freshly prepared?
- Is there a good choice and are menus regularly changed?
- Are snacks and drinks available throughout the day?
- Can you make your own snacks and drinks?
- Can the home support your dietary requirements?



Things to check?

- What is the homes CQC rating?

- _____
- What is the homes carehome.co.uk rating?

- _____
- What is the homes Food Hygiene rating?



Questions to ask about daily life

- Do staff knock before entering your room?
- Does your room have a nurse call system?
- Can you choose your own routine?
- Is there secure storage in your room?
- Are there arrangements for handling your personal money (if you wish) ?
- Is there free Wi-Fi throughout the home?
- Can you lock your own bedroom door?
- Can you make your room your own, with your own pictures and ornaments?
- Do you feel safe? (Does the home have CCTV in communal areas?)
- Can the home support your religious or spiritual beliefs?

- Notes

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