

Choosing a Care Home

1. General Impressions	✓
Are you asked to sign in on arrival?	
Is the home's Care Quality Commission (CQC) certificate of registration and current rating displayed?	
Is the most recent CQC Inspection Report available/on display?	
Does the care home feel friendly and homely?	
Is the home well-decorated and well maintained?	
Is the care home fresh, clean and odour free?	
Is the home a comfortable temperature for residents?	
Do residents seem active, content and engaged in activities?	
Are residents addressed according to the name they prefer e.g., as Mr., Mrs. or by their first name?	
Are residents treated with respect?	
Do care staff seem caring and attentive towards residents?	
Do care staff wear name badges?	
Is the home able to meet residents' communication/language needs?	
Are there sufficient staff on duty to give everyone individual attention?	
Is the call bell answered promptly?	
Do staff knock before entering rooms and wait for an answer?	

2. Location of the care home	✓
Is the home close to local amenities (library, shops, place of worship)?	
Is there good access to public transport?	

3. Environment	✓
Can any person with limited mobility access buildings, rooms, and facilities (including workers)?	
Are there places where electric wheelchairs can be stored?	
Is there more than one floor? If so, is there a lift to other floors?	

Are there call bells in the bedrooms, bathrooms and in the communal areas?	
Are rooms, stairs and corridors bright, light and airy?	
Are rails along corridors clearly visible so that people with sight problems can see them?	
Does the home have an accessible garden for residents' use?	
Are external doors secured?	

4. Accommodation	✓
Bedrooms	
Are all rooms with en-suite toilet, wash-basin and shower?	
Are there rooms for use by couples?	
Can residents roam freely at any time?	
Is the door of their room lockable?	
Bathrooms and toilets	
Are toilets, baths and showers suitable for residents' needs?	
Can they choose between a bath or shower and the frequency?	
Is there a toilet in the room or within easy reach of the bedroom?	
Are toilets within easy reach of the lounge and dining room?	
Communal rooms (lounge and dining room)	
Is the furniture in the lounge arranged comfortably?	
Is there a choice of lounge/communal areas?	
Is there more than one television room?	
Is there a quiet room?	

5. Daily Living	✓
General	
Is a copy of the home's complaints policy displayed?	
Are the home's insurance certificates and food standards rating displayed?	
Domestic arrangements	
Can residents choose when to go to bed?	
Will residents' rooms be cleaned every day?	
Is it possible to buy small items in the home e.g., toiletries, stamps, sweets?	

Are newspapers/magazines delivered?	
Are laundry arrangements fully explained?	
Personal possessions	
Is there a secure place where valuables can be safely stored?	
Does the home have insurance for residents' possessions?	
Meals	
What choice of menu is there?	
Do the menus appear to be balanced, tasty and nutritious?	
Does the home cater for special diets?	
What time is the last meal of the day served?	
Are snacks or drinks available whenever residents wish?	
Do residents have choice of eating meals in their own room?	
Leisure	
Are social events and outings organized frequently? Is there an additional cost for these?	
Are there regular planned activities e.g., exercise, music, handicrafts?	
Religion	
Can residents practice their own religion?	
Telephone/Internet	
Is there a phone that can be used in private?	
Is there internet or Wi-Fi access available?	
Visitors	
Are visitors welcome at any reasonable time?	
Are there places where residents can spend time in private with their visitors?	
What checks are done to stop unwanted people from entering the home?	

6. Care	✓
Personal Care	
Do residents have a say in the way they receive their care (e.g. male/female carer, what time etc.)	
Is there help with personal care e.g., washing, bathing or going to the toilet?	
Can relatives or friends help with personal care if resident wants them to?	

Does a hairdresser visit the home regularly?	
--	--

7. Management of the home	✓
Who runs the home? Are they the owner or the manager?	
How long have they been running the home?	
Is the manager registered with the CQC?	
Is a manager/senior member of staff on duty/on call at all times?	
How many residents live at the home?	
Are night staff awake or sleeping-in and on call?	
What are the arrangements for making sure that people are safe in the event of a fire?	

8. Terms, conditions and costs	✓																				
Is there a current Statement of Purpose and Service User Guide?																					
What does the weekly charge cover? (Tick items included)																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Outgoings and social events</td> <td style="width: 5%;"></td> <td style="width: 40%;">Hairdressing</td> <td style="width: 5%;"></td> </tr> <tr> <td>Transport</td> <td></td> <td>Newspapers</td> <td></td> </tr> <tr> <td>Meals for visitors</td> <td></td> <td>Laundry</td> <td></td> </tr> <tr> <td>Use of home's telephone</td> <td></td> <td>Medical supplies</td> <td></td> </tr> <tr> <td>Internet/Wi-fi</td> <td></td> <td></td> <td></td> </tr> </table>	Outgoings and social events		Hairdressing		Transport		Newspapers		Meals for visitors		Laundry		Use of home's telephone		Medical supplies		Internet/Wi-fi				
Outgoings and social events		Hairdressing																			
Transport		Newspapers																			
Meals for visitors		Laundry																			
Use of home's telephone		Medical supplies																			
Internet/Wi-fi																					
Are there any additional charges?																					

9. Problems	✓
How do you make a complaint?	
Will the home let family and friends know if a resident is taken ill?	

2022.03.25 AH/TC