# CARE HOMES CHECKLIST

<table>
<thead>
<tr>
<th>Home 1</th>
<th>£ .......... p/w</th>
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<tbody>
<tr>
<td>Home 2</td>
<td>£ .......... p/w</td>
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<tr>
<td>Home 3</td>
<td>£ .......... p/w</td>
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</tbody>
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## First impressions
- Were 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?
- 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 friends?
- Does the home provide its own transport?

## Accommodation
- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your 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? Bar?
- Are there 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 home 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?

## 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 every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Is alcohol served or permitted?

## 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?
- Can your visitors stay overnight?

## Catering
- Do you have a choice about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks any time of the day or night?
- Can you eat in your room?

## Activities
- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- 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?