

CARE HOMES CHECKLIST

Home 1	£ p/w
Home 2	£ p/w
Home 3	£ p/w

First impressions

- Were you met when you first arrived? 1 2 3
○○○
- 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? 1 2 3
○○○
- 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? 1 2 3
○○○
- Does the home provide its own transport? ○○○

Accommodation

- Are bedrooms single or shared? Is there a choice? 1 2 3
○○○
- 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? 1 2 3
○○○
- 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)? 1 2 3
○○○
- 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? ○○○

- Are there smoking and non-smoking areas? ○○○
- Are there arrangements for religious observance? ○○○
- Can you handle your own money? ○○○
If not, what arrangements are in place?
- Does a hairdresser/chiropractor visit? ○○○
- Are residents accompanied on visits to the GP or hospital? ○○○

Staff

- Do the staff appear clean, cheerful and respectful? 1 2 3
○○○
- 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? 1 2 3
○○○
- 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? 1 2 3
○○○
- 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? 1 2 3
○○○
- 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? 1 2 3
○○○
- Are all areas safe and accessible? ○○○
- Is there somewhere to sit? ○○○
- Are they quiet? ○○○

Contract terms

- Can you retain your own room if away? 1 2 3
○○○
- 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? ○○○