

Checklist of issues to consider and ask questions about when visiting a home.

Location

Is the home accessible for friends and family who will want to visit you?

You will still wish to go out and maintain your independence. Is the home close to friends, church, shops and other social activities, which you may wish to continue?

General Impressions

What is the atmosphere like?

Are the staff helpful and friendly?

Do the residents seem happy, well cared for and interested in what is going on? Do the staff treat the residents with dignity and respect?

Are residents' visitors encouraged and welcomed into the home at all times?

Does the home smell fresh and appear to be clean and well cared for?

Activities

Ask about the range of activities that are organised in the Home each week. Are trips arranged during the better weather? Is a member of staff responsible for organising social events?

Facilities

Can you have a room to yourself or would you need to share and would you have your own bathroom?

Can you have your own telephone installed?

Can you bring your own furniture and have your own TV?

Provision of Care

Can the home meet all your medical, nursing or special needs?

What arrangements are there for you to see a doctor when you need to? (You are entitled to keep your own Doctor if s/he is agreeable and the home falls within their catchment area).

Do dentists, opticians, physiotherapists, occupational therapist, chiropodists, and hairdressers visit the home?

Can the home meet all your cultural and spiritual needs?

Can the home meet your future care needs? Could there be any reason why you might be asked to change your room or to leave the home entirely?

A care plan is usually agreed for each resident; ask about this and the degree of flexibility available within the plan. Can you plan your own day and, for example, have a long lie in or eat breakfast or other meals in your room?

Can the staff communicate effectively with deaf or hard of hearing residents, or are they isolated and marginalised because it is too difficult to meet their needs?

Can the home cater for special diets or food preferences? Ask to see examples of the home's menus. Can residents obtain hot and cold drinks outside of the normal mealtimes? Is alcohol allowed?

What arrangements does the home make for the safekeeping of personal monies and valuables?