



# Information about choosing a care home

We can provide this information in another format like large print, audio or Braille. Or in a language other than English. Telephone 0117 922 2700.

This fact sheet is for people thinking about moving into a Care Home. It explains where to get more information, things to think about and questions to ask.

## **Making your mind up**

If you are thinking of moving into a Care Home you should contact us. We'll provide advice and may be able to arrange to visit you to assess your needs. During the assessment we'll ask about your situation and find out what is best for you. Your views will be an important part of the assessment. Our leaflet HSC41 "Assessments: what to expect" explains more about assessments.

We'll help you consider other options like help to continue living in your own home or if another type of

accommodation - like sheltered housing or very sheltered housing - might be available and suitable. You must be sure that moving into a Home is the best thing for you. It's important you make the right choice.

**To contact us:**

Telephone: 0117 922 2700

Fax: 0117 903 6688

Textphone: 0117 903 6689

E-mail: [adult.care@bristol.gov.uk](mailto:adult.care@bristol.gov.uk)

## Choosing a Home

You can get a list of Homes in the area from the:

Care Quality Commission

Citygate

Gallowgate

Newcastle uponTyne

NE1 4PA

Tel: 03000 616161

Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

The CQC registers and regularly inspects Homes. The CQC can provide the latest inspection reports for Homes. Alternatively, each Home should be able to show you a copy of their inspection report when you visit.

You can also find details of city council run Homes and other Homes in the local area on our web pages. Go to [www.bristol.gov.uk/carehomes](http://www.bristol.gov.uk/carehomes).

You can also find information about assessments and getting help with residential charges on our web pages.

The city council, along with neighbouring councils, has produced a directory of care homes in the local area. We can send you a copy of this directory.

## **Some things to think about and questions to ask**

Try to visit several Homes that look suitable. Have a look around, talk to residents and staff. This list of questions will help you with what to consider and ask.

### **Where is the Home?**

- Will it be easy to keep in touch with your family and friends?
- Will you be able get to the shops or any other places you want to go?
- Is there transport to help you get around?'

### **What is the building like?**

- Is there a garden that residents can use?
- Is there a lift?
- Are there call bells in all the rooms?
- Is there a Loop System for those with hearing impairments?

## **What is your first impression?**

- Is the atmosphere friendly and welcoming?
- Do the residents seem happy?
- Are the rooms clean and fresh?
- Are there other people of your age or with similar impairments?

## **Accommodation**

- Are there rooms with their own bathroom and toilet en-suite?
- Are you able to bring some of your own furniture and belongings?
- Can you lock the door of your room?
- Can you have a telephone installed?
- Have toilets and bathrooms been adapted and easy for residents to use?
- Is there a toilet within easy reach where ever you are?

## **Day- to-day life**

- Are you comfortable with the house rules?
- Is there a way of having your voice heard e.g. a Residents' Council?

## **Spiritual and cultural needs**

- Are you able to practice your religion?
- Are staff sensitive to resident's spiritual and cultural needs?

## **Visitors**

- Can friends and family visit without restriction and will there be privacy for you?
- Will they be able to join you for a meal?

## **Meals**

- Does the menu give a choice of dishes and do they seem balanced and nutritious?
- Can special diets be catered for?
- How flexible are mealtimes - can you have meals in your room or make a snack or a drink?

## **Domestic arrangements**

- Can you get up and go to bed whenever you want to?
- Will your room be cleaned everyday and will your bed be made - can you help if you wish?
- Is it possible to buy small items - stamps, sweets, newspapers etc?

## **Personal possessions**

- Is there a secure place where valuables can be kept?
- What are the arrangements for insurance?

## **Leisure**

- What activities are available to participate in?
- Are you able to continue with your hobbies?
- How often are social events and outings organised?

## **Personal care**

- Do the staff seem caring and attentive?
- Are there enough members of staff on duty to be able to give everyone individual attention?
- Can relatives and friends help you with personal care if you want them to?
- Will you have your own care plan - written details of what will be provided for you?
- Would there be a member of staff - a key worker - whose job is to take a special interest in you?

## **Health care**

- Can the Home meet all your medical, nursing and special needs?
- Can you keep the same doctor that you have now, or is there a local doctor who accepts patients from the Home?

## **How is the Home run?**

- Who runs the Home - the owners or a manager?
- How long have they been running the home and how can they be contacted?
- How many care staff are on duty at different times and what qualifications do they have?

## **Terms and conditions**

**Note: if Health and Social Care is paying for you to stay in a Home we'll deal with the terms and conditions.**

- Is there a written contract/agreement and will you have a copy?
- How long a trial period can you have?
- What happens if you are not happy?
- How much notice must be given if you want to leave the Home?
- What are the arrangements for payment and how will you be invoiced?
- How often do fees change?
- What are the fees for keeping your room if you are away from the Home for a short time?

## **Costs**

- What is the weekly charge and what does it cover?
- Is anything else charged for additionally?

## **Problems**

- How do you make a complaint?

## **Paying to live in a Home**

When we assess your needs we will explain about how we may be able to help and how any amount you pay is calculated. Our leaflet Residential Charges (HSC37) explains about charges.

# Other places to get information

## **The Elderly Accommodation Counsel**

Telephone 0207 820 1343

[www.housingcare.org](http://www.housingcare.org)

A national charity offering independent advice on residential and care Homes. The website includes a searchable database of Homes.

## **Age Concern**

Telephone 0117 922 5353

[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Age Concern's detailed fact sheets cover many aspects of selecting and funding places and other issues around living in Care Homes.

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