



Care Home Checklist

As a care home charity we believe that when you're visiting a care home, either with or on behalf of a loved one, the more information you have, the more confident you'll feel about the decision you make.

It can be very useful to visit a home with another relative or friend as you'll each focus on different things and can speak to different staff to get a feel for the home. Even the smell of the home can affect the way you think about it, and it's helpful to be able to discuss this sort of thing with someone else after the visit.

Most people will visit approximately three care homes before making a decision about which home is right for them.

Our helpful care home checklist can help you keep track of the things that matter to you.

Make a note of the care homes you have visited here:

Care home 1

Care home 2

Care home 3

Care home 4

Location, building and accessibility

Care home

1 2 3 4

- a) Does the home have its own parking?
- b) Is it close to public transport?
- c) Is it close to local amenities and shops?
- d) Is the home easily accessible for those with mobility problems?
- e) Is the building suitably secure for residents?
- f) Is there a garden or courtyard; is it well-kept and accessible?
- g) Does the home use signs or pictures to help people find their way around?
- h) Is there a working lift? If so, is it big enough to accommodate a wheelchair?

First impressions count...

- a) Is the home well-presented and does it feel clean?
- b) Is there a clean and fresh aroma as you walk into and around the home?
- c) Were you greeted politely and in good time?
- d) Are the buildings and grounds well-maintained?
- e) Are the rooms well decorated?

Are staff caring and friendly?

- a) Are staff welcoming and interested in you and your loved one?
- b) Do you see staff respecting the privacy and dignity of the residents e.g. knocking doors before entering a room?
- c) Does each resident have a key worker (someone who really gets to know the residents and possibly shares common interests)?
- d) Do members of staff get to know residents on an individual basis?
- e) Can staff be seen around the care home?
- f) Is there a manager in post and a senior member of staff on duty at all times?
- g) Are care notes electronically recorded in the moment?
- h) Does the home have a consistent staff team with no, or very low, agency staff use?
- i) Does the home provide regular training for their staff?
- j) Are there members of staff who can speak your preferred language?

Care home

1 2 3 4

Meeting care needs

Care home

1 2 3 4

- a) Does the home assess a new resident's situation and needs to ensure they can deliver the care needed?
- b) Are residents and their families involved in decisions about their care?
- c) Do the bathroom and toilet facilities meet your relative's needs?
- d) Does the home link with a specific GP practice?
- e) Do healthcare professionals such as opticians and chiropodists visit regularly?
- f) Are there travel arrangements for regular hospital and clinic visits?
 - Do staff accompany residents?
 - Is there a charge for transport and staff time?
- g) Can the home offer support for end-of-life care?
- h) Who decides when a health check-up is needed?

- i) How does the home support people living with sensory impairments or dementia?

.....

.....

My private room

- a) Is the bedroom nicely decorated?
- b) Does the room have ensuite facilities/shower?
- c) Can residents bring their own furniture and belongings?
- d) Is there an emergency nurse call system?
 - Are nurse call alerts sent to handsets to stop noisy bells ringing in the corridors?
- e) Are there technological devices that have been installed to help residents feel safe, undisturbed and well-rested, such as:
 - Movement alarms?
 - Fall detection mats?
 - Regular checks on welfare and wellbeing during the night?
 - Night-time acoustic monitoring?

Day-to-day considerations

- a) Does the home use signs or pictures to show residents which room is theirs?
- b) Can residents choose their own routine, such as when they get up, go to bed, have a meal or go out?
- c) Can residents choose which clothes to wear?
- d) Can a resident bring their pet to live with them?
- e) Is there an accessible and safe garden?
- f) Are doors unlocked so residents can access the outside areas whenever they would like to?
- g) Are communal toilets and bathrooms clean and well-maintained?

Care home

1 2 3 4

Food

Care home

1 2 3 4

Social life and activities

Having visitors

- a) Can visitors visit whenever they would like to?
- b) Are there facilities for visitors to stay overnight?
- c) Is there a space for residents to spend time with visitors?
- d) Are visitors able to visit during meal times and can they have meals with residents?
- e) Can the home install a personal telephone in the bedroom with a direct dial telephone number?
- f) Will the home support residents and relatives to stay connected using the home's phone, resident's mobile telephone or other contact options?
- g) Does the home provide an online portal so relatives can keep up-to-date with their loved one's care and life?
- h) Are young children welcome?

Care home

1 2 3 4

| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Contracts and fees

- a) Can you see a copy of the care home's contract and terms and conditions?
- b) Can you or your loved one stay for a trial period?
- c) Is it clear how fees are structured, calculated and collected?
- d) Are extra items or services not covered by the basic fees clearly identified and accounted for?
- e) Will a deposit or advanced payment be required?
- f) Are fees expected for a fixed period once a resident leaves?
- g) Do costs increase annually?
- h) What are the home's fees?

| | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

1 2

| | |
|------------------------|------------------------|
| £ <input type="text"/> | £ <input type="text"/> |
|------------------------|------------------------|

3 4

| | |
|------------------------|------------------------|
| £ <input type="text"/> | £ <input type="text"/> |
|------------------------|------------------------|

Feedback and complaints

- a) Are there any letters of appreciation you can read?
- b) Are you encouraged to give feedback?
- c) Is the complaints procedure readily available?
- d) Are families encouraged to be involved in the life of the home?
- e) Is the manager accessible and approachable?
- f) Can staff explain the procedures if there are serious incidents, complaints or safeguarding concerns raised?

Are these things important to you?

Did you see them in the home?

- a) Hairdressing services
- b) TV lounge
- c) Quiet lounge or reading room
- d) Radio
- e) Newspapers
- f) Books or mobile library
- g) Free internet access
- h) Shared computers
- i) Public phone

Care home

1 2 3 4