



Questions to ask when you visit a care home

The following questionnaire is provided for you to print off and use as a guide to the sort of questions you should ask a prospective care home. Everybody will have different priorities and needs and not all of these questions will be relevant to you. But as the choice of home is often made at a stressful and emotional time this list should help you make your choice.

Name of home	Email address
<input type="text"/>	<input type="text"/>
Address	Name of contact
<input type="text"/>	<input type="text"/>
	Tel no
	<input type="text"/>

Type of Home

Residential home	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Nursing home	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a brochure	<input type="checkbox"/>	<input type="checkbox"/>

Travel

Is the home close to relatives and friends	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is it easy to park nearby	<input type="checkbox"/>	<input type="checkbox"/>
Is it well served by public transport	<input type="checkbox"/>	<input type="checkbox"/>

First Impressions

Does it seem homely	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Does the home smell pleasant	<input type="checkbox"/>	<input type="checkbox"/>
Is it warm enough	<input type="checkbox"/>	<input type="checkbox"/>
Are there plenty of residents able to carry on a conversation	<input type="checkbox"/>	<input type="checkbox"/>
Do the staff smile	<input type="checkbox"/>	<input type="checkbox"/>
Are there enough members of staff	<input type="checkbox"/>	<input type="checkbox"/>
Are residents treated with respect	<input type="checkbox"/>	<input type="checkbox"/>
Is there a residents committee (can influence factors within the home)	<input type="checkbox"/>	<input type="checkbox"/>

Location

Is there transport in order to visit shops/pub/church etc	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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The Building

Is there access for wheelchairs	<input type="checkbox"/>	<input type="checkbox"/>
Is the property pleasantly decorated	<input type="checkbox"/>	<input type="checkbox"/>
Are there hand rails along corridors	<input type="checkbox"/>	<input type="checkbox"/>

Accommodation

Are there single bedrooms available	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is there provision for married couples	<input type="checkbox"/>	<input type="checkbox"/>
Are you guaranteed your own room	<input type="checkbox"/>	<input type="checkbox"/>
Can you bring your own furniture and belongings	<input type="checkbox"/>	<input type="checkbox"/>
Are the beds of variable height with adequate pillows and linen	<input type="checkbox"/>	<input type="checkbox"/>
Are foot stools available	<input type="checkbox"/>	<input type="checkbox"/>
Can you bring your own chair	<input type="checkbox"/>	<input type="checkbox"/>
If a specialist mattress was required would it be available at no extra cost	<input type="checkbox"/>	<input type="checkbox"/>
Do residents wear their own clothes	<input type="checkbox"/>	<input type="checkbox"/>
How are these identified	<input type="text"/>	

Accommodation continued

Can you lock the door to your room	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is there a secure place to keep valuables	<input type="checkbox"/>	<input type="checkbox"/>
Does the home take responsibility for insuring residents possessions	<input type="checkbox"/>	<input type="checkbox"/>
Is there a television point	<input type="checkbox"/>	<input type="checkbox"/>
Can you have your own television	<input type="checkbox"/>	<input type="checkbox"/>
Does the room have sufficient power points	<input type="checkbox"/>	<input type="checkbox"/>
Does the room have a telephone point	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a private en suite bathroom and toilet	<input type="checkbox"/>	<input type="checkbox"/>
Is the bathroom adapted for ease of use	<input type="checkbox"/>	<input type="checkbox"/>
If there is no private toilet, is there one near the bedroom	<input type="checkbox"/>	<input type="checkbox"/>

Communal Rooms

Is there more than one lounge (i.e. TV lounge and quiet lounge)	<input type="checkbox"/>	<input type="checkbox"/>
Is the furniture arranged comfortably	<input type="checkbox"/>	<input type="checkbox"/>
Is there a lift or chair lift	<input type="checkbox"/>	<input type="checkbox"/>

Day to Day Life

Domestic Arrangements	Yes	No
Do you know what the 'house rules' are (i.e. no smoking/pets/alcohol)	<input type="checkbox"/>	<input type="checkbox"/>
Can you get up and go to bed when you want to	<input type="checkbox"/>	<input type="checkbox"/>
Will the room be cleaned every day	<input type="checkbox"/>	<input type="checkbox"/>
Will your bed be made for you	<input type="checkbox"/>	<input type="checkbox"/>
Can you help in the home if you want to	<input type="checkbox"/>	<input type="checkbox"/>
Is it possible to buy small items in the home (i.e. stamps/sweets)	<input type="checkbox"/>	<input type="checkbox"/>
Are newspapers provided daily	<input type="checkbox"/>	<input type="checkbox"/>
Is there access to dentist/optician/chiroprapist/physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>
How often do they visit the home	<input type="text"/>	

Meals

Is there a choice of menu	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you like the type of food on offer	<input type="checkbox"/>	<input type="checkbox"/>
Can special diets be catered for	<input type="checkbox"/>	<input type="checkbox"/>
What time are the meals served	<input type="text"/>	

	am	pm	
Can you have, or make a snack or drink	<input type="checkbox"/>	<input type="checkbox"/>	Yes No
Is it possible to have meals other than at set times	<input type="checkbox"/>	<input type="checkbox"/>	
Can you have an early morning cup of tea	<input type="checkbox"/>	<input type="checkbox"/>	
Can you have breakfast in bed	<input type="checkbox"/>	<input type="checkbox"/>	
Can you choose whether to go to the communal area or stay in your room	<input type="checkbox"/>	<input type="checkbox"/>	

Outside Yes No
 Is there a garden
 Can a wheelchair access the garden
 Is the garden user friendly

Leisure Yes No
 Are social events organized
 What type of events are organised

Are there regular classes held (i.e. exercise/cards)
 Is there scope to continue with existing hobbies
 Is there a mobile library

Religion Yes No
 Can you practice your own religion

Visitors Yes No
 Can family and friends visit at any time
 Are there places where residents can spend time in private with guests
 Do any animals visit the home
 Are pets allowed

Care Yes No
 Is help available with bathing or other personal care
 Can relatives or friends help with personal care if wished
 Does a hairdresser/barber visit the home
 Can you keep your own doctor
 Does a doctor visit the home regularly
 If health deteriorates can you continue to live at the home

Dementia Care
 How do staff make sure that residents with dementia are able to do what they choose without coming to any harm (i.e. walk in the garden)

What training have staff had in caring for people with dementia

What therapeutic activities are there for residents with dementia (i.e. reminiscence work)

How do staff encourage residents with dementia to eat a balanced diet with plenty of fluids

How The Home Is Run

Who runs the home

How long have they been running the home

When can they be contacted

How many residents are there

How The Home Is Run continued

How many staff are on duty am pm eve night

Are night staff awake or on call

What training do staff receive

Qualifications of staff

Are relatives included in care reviews Yes No

Terms, Conditions and Costs

Is there a written contract Yes No

How long a trial period can you have

What notice must be given if you want to leave the home

What is the weekly charge for the care

What is covered within the charge

What is not included

Are fees payable in advance or arrears

Are fees payable monthly or weekly

How often do fees increase

What are the terms for keeping the room if you need to go into hospital

In what circumstances might you be asked to leave

What happens if you run out of funds

Problems

What happens if you are unhappy with the home after you have moved in

How do you make a complaint

Finally

When was the home last assessed by CSCI

How many times have you visited the home and have you visited at meal times

All care homes were inspected by the Commission for Social Care Inspection (CSCI). Care homes now come under the Care Quality Commission (CQC). They have been assessed and awarded 0–3 stars according to their standard. Best-care-home.co.uk lists only those homes that have been awarded 3 stars. To find full details of the best care homes in England visit 'best-care-home.co.uk'.