

What to ask and look out for when choosing a care home

Take this questionnaire along with you when you start visiting carehomes yourself. We hope that it will help you make the right decision by suggesting what you should ask and look for in a simple yes/no format. We have tried to include all the important considerations.



Home 1 _____

Home 2 _____

Home 3 _____

Location Considerations	Home 1	Home 2	Home 3	Additional Notes
Is it close enough for Family and Friends to visit the home?				
Does it have easy access by car or public transport?				

First Impressions	Home 1	Home 2	Home 3	Additional Notes
Was you pleased with your reception, was you made welcome?				
Did it have a homely, pleasing atmosphere?				
Was it clean/tidy and smell pleasant?				
Did the other residents look happy and well cared for?				
Was is nicely furnished?				

Care Considerations	Home 1	Home 2	Home 3	Additional Notes
Can the home offer the care you require?				
Which doctor(s) can a resident see?				
Will the resident have access to a Dentist/Optician when required?				
Will the resident have access to Chiropody/ Physiotherapy if required?				
Can the resident get up and go to bed when they wish?				
Will relatives be advised if the resident is taken ill or a complication arises?				
Are there suitable assisted bathing facilities?				

Bedrooms	Home 1	Home 2	Home 3	Additional Notes
Did you see a room that was available?				
Did it have an en-suite?				
Was it pleasingly decorated/well lit?				
Was it clean and smell pleasant?				
Did it have a television?				
Did it have a telephone or telephone point?				
Was it furnished with cabinets, drawers and wardrobe?				
Can the resident bring their own possessions and furniture?				
Is there a secure place for valuables?				
Does the room have a call alarm fitted?				
Was the bed acceptable?				
Can the resident lock the door when required?				
Can the resident have a pet and can the pet be taken in other parts of the home?				

Staff	Home 1	Home 2	Home 3	Additional Notes
Were staff friendly and caring towards the residents?				
Do you feel there was enough staff there?				
What training do the staff have/receive?				
Do you feel confident with the Management?				
How are staff educated about a new residents needs/wants and likes/dislikes?				
Does the care home have selected Dignity Champions?				

Meals	Home 1	Home 2	Home 3	Additional Notes
Is there a set meal time?				
Can the resident eat when they want to if necessary?				
Do the residents eat in a communal area?				
Can the residents eat in their bedroom if they wish?				
Did you see a sample menu?				
Can the chef be consulted and cater for individual likes/dislikes?				
Can dietary requirements be met?				
Are the staff trained to assist with residents that struggle with eating?				

Communal areas	Home 1	Home 2	Home 3	Additional Notes
Is there a main communal area?				
Are there additional communal areas for residents to sit with visitors?				
Is the furniture adequate for residents and visitors?				
Are there quiet areas for residents/visitors to sit?				
Are there arrangements for residents/visitors who smoke?				
Are the communal areas easily accessible for wheelchairs?				
Is there an outside communal area/Garden?				
Was there adequate toilet facilities for residents/visitors?				

Activities	Home 1	Home 2	Home 3	Additional Notes
Are residents consulted on hobbies/interests they have?				
Is there a weekly plan of activities?				
Are there acceptable television facilities?				
Does the resident have access to regular newspapers/magazines/books?				
Is there a place of worship?				
Are special events celebrated in the home?				
Will the residents Birthday be celebrated?				
Does the home organise day trips/activities outside of the home?				
Can the resident take part in daily activities such as cleaning/cooking/gardening?				
What forms of exercise are the residents encouraged to take?				

Visitors	Home 1	Home 2	Home 3	Additional Notes
Are there set Visiting times or are visitors welcome at any time?				
Can children visit?				
Is there a limit on how many visitors a resident can see at one time?				

General	Home 1	Home 2	Home 3	Additional Notes
Is there a waiting list?				
What is included in the weekly fee?				
What is considered and charged as 'Extras'?				
Can a trial stay be arranged?				
Was the homes 'statement of purpose' made available?				
Was the homes latest inspection report made available?				
Does the home insure a residents personal possessions?				
Is there a complaints procedure?				

