

Questions to ask when choosing a care home

Below is a list of questions you may wish to ask each care home you visit:

1. If you have a hearing loss or impairment, does the home have adequate equipment to allow you full access to all activities?
2. If you have a vision loss or impairment, will you be able to walk around the home and grounds with ease? Will any special equipment be available to you?
3. Have all staff been trained to be aware of any sensory needs you may have?
4. Are the buildings and grounds well maintained?
5. Are the staff friendly, welcoming and interested?
6. Are the residents relaxed, happy, confident and occupied?
7. Does the home look and smell clean?
8. How many staff are on duty during each part of the day or night? What are their duties? To what level are they trained?
9. If night care is offered, you may wish to telephone at night and see what response it draws. Remember – the person answering the call will be dealing with you or your relatives.
10. What time are meals served? Is there a choice of menu alternatives?
11. Are there facilities for preparing your own snacks and drinks?
12. Do you have a choice of single or shared rooms? Do they offer any en-suite facilities? How many communal rooms are there?

13. What arrangements are made to safeguard money and valuables? Are these insured?
14. Can you lock your bedroom door? Do you have lockable storage facilities in your room?
15. Is the home near public transport and shops?
16. Can relatives and friends get there easily to visit you?
17. Are visitors welcome at all times? What facilities are provided for them?
18. Is there a public telephone where you can speak in private to friends or family?
19. Are there regular activities and outings?
20. What facilities are included in the weekly charge, e.g. entertainment, library, hairdressing, chiropody? Are there extra charges for anything?
21. If a resident needs medical attention, what is the procedure? Which doctors normally attend?
22. Can you keep your own doctor if you wish?
23. Are residents allowed to stay in bed when they wish? Can they have meals in bed?
24. Can residents choose the time they get up or go to bed?
25. How does the home demonstrate care of residents as individuals, e.g. diets, own furniture and pictures, TV and phone point in own room?
26. Who owns the home? Who manages it?

27. Is there a requirement to pay fees in an advance?
28. What arrangements are there to ensure you can buy clothes, toiletries, cigarettes, alcohol, newspapers, gifts, stamps etc?
29. Does the home have a smoking (or non-smoking) policy?
30. Is the home sensitive to and able to meet your cultural and lifestyle choices? E.g. faith, religious practices, diet etc. Is there a place to worship within the home or a place of worship nearby?
31. Does the home qualify for quality premium payments?
32. Is the latest inspection report available for you to read?

Would you like to live there?

Copies of inspection reports for all care homes are available electronically to order from the Care Quality Commission (CQC) which can be accessed by using the following link to the [CQC website](#) or for general enquiries call 03000 616161.