



Care Home CHECKLIST

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Introduction

Choosing a care home is one of the most important decisions you can make. After all, you want to be sure that your new home offers everything you need and is a place you will be happy to live in. Finding out as much as you can about a care home will help you to make an informed choice about where to live.

Everyone has different ideas about what they want from where they live. What is especially important to you? This guide contains some questions that you might want to consider, with space on each page for your comments and a separate page for you to write down any other questions of your own.

As you decide, keep in mind that your new home will be just that; a home for you to enjoy, welcome visitors and make new friends. Remember to ask the care home about anything you are unsure of and take time to consider your options before you make a decision about a care home.

Some of the questions here may not be relevant to you so it is a good idea to go through them before you visit and decide what is most important for you.

For more information about care homes contact the **Age Scotland helpline** on **0800 12 44 222**.



Details of the care home

Q The name of the care home

A

Q The address of the care home

A

Getting around

Q Will visitors be able to get there easily?

A

Q Are there transport links nearby?

A

Q Are there facilities such as shops and parks within easy reach?

A

Q Are the buildings and grounds well maintained?

A

Q Will it be easy to enter and leave the building and move between floors? Is there a lift?

A



The care home environment

Q Does the home feel clean and inviting?

A

.....

Q Does the home smell pleasant and fresh?

A

.....

Q Is there a relaxed and friendly atmosphere?

A

.....

Q Do the residents seem happy and occupied?

A

.....

Q Can you talk to the residents about how they feel about living there?

A

.....

Q Will you feel comfortable socialising in the home's public areas?

A

.....

Q Is there a quiet room for reading, as well as one with a television?

A

.....

Q How does the home ensure the environment supports people with sensory impairments or dementia?

A

.....

Q If you have pets, can you take them with you?

A

.....

Q Are there toilets in all areas? Are there handrails / other mobility aids?

A

.....



Bedrooms

Q Do the bedrooms feel spacious?

A

Q Can you bring your own furniture?

A

Q Are the bedrooms en-suite?

A



notes



Keeping in touch

Q Are there telephone facilities you can use in private?

A

.....

Q Is there good mobile phone reception?

A

.....

Q Can you access the internet privately?

A

.....

Q Are there any restrictions on visiting times or the number of visitors?

A

.....

Q Are there places you can sit with visitors?

A

.....

Q Are young children welcome to visit?

A

.....

Q Can visitors stay overnight?

A

.....

Q Is there a residents and/or relatives committee?

A

.....



Hobbies and activities

Q Are books and newspapers available?

A

Q Would you be supported to go out to the shops, entertainment venues or places of worship?

A

Q Does the home arrange outings for residents?

A

Q Does the home provide information about the activities it offers?

A

Q Does the home offer any physical activities such as exercise groups or gardening?

A

Q Can you go outside when you want to?
Is there a nice outside space?

A



The staff

Q Are the staff welcoming and interested?

A

Q How do staff get to know about a resident's life and experiences?

A

Q Will you be encouraged to stay active and do as much as you can for yourself?

A

Q Are there members of staff who speak your language?

A

Q How do the staff interact with residents?

A

Q How many staff are employed per resident?

A

Q How are staff trained? What qualifications do they have?

A

Q Do the staff receive training in areas that might be important to you? e.g. stroke, dementia or Parkinson's disease.

A



Day-to-day life

Q Are you free to make choices about your daily routine?
e.g. when you get up and go to bed and when and where you eat.

A

.....

Q What are the laundry arrangements?

A

.....

Q Is the home right for your cultural and religious needs?

A

.....

Q Can you choose how often you have a shower or a bath?

A

.....

Q Can you chose whether you have a male or female carer?

A

.....

Food

Q Can the home meet your dietary needs?

A

.....

Q Does the menu change often and offer lots of variety?
Is there a choice of food at each meal? Can you try the food?

A

.....

Q Can you prepare food and drink for yourself?

A

.....



Your health and care needs

Q Is the care home registered to provide the level of care you need?

A

Q Will the home be able to support you if your needs change?

A

Q Do the other residents have a similar level of need to you?

A

Q Do the bathing facilities meet your needs?

A

Q Can you keep your own GP?

A

Q Can you access other health services such as opticians, dentists and podiatrists?

A

Q What are the travel arrangements for regular hospital or clinic visits? Do the staff accompany residents? Is there a cost?

A

Q What support is there in relation to end-of-life care?

A

Q Can you openly discuss your wishes about your funeral plans?

A



Contracts and fees

Q Can you see a copy of the home's brochure?

A

Q Can you see the most recent Care Inspectorate inspection report?

A

Q Can you see a copy of the home's contract?

A

Q Does the home offer trial periods?

A

Q What are the home's fees?

A

Q How are free nursing and/or personal care payments taken into account when the fees are calculated?

A

Q Are extra items that are not covered by the basic fees clearly identified and accounted for?

A

Q What arrangements are there for handling your personal money?

A

Q How are your valuables kept secure?

A



Q What are the terms for keeping your room if you go into hospital?

A

.....

Q Are the details of the complaints procedure readily available?

A

.....



notes

Useful Contacts



Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **www.agescotland.org.uk**.



Care Inspectorate

The Care Inspectorate regulates and inspects care services in Scotland to make sure that they meet the right standards.

Compass House, 11 Riverside Drive
Dundee DD1 4NY

Tel: **0345 600 9527**

Email: **enquiries@careinspectorate.com**

www.careinspectorate.com

Elderly Accommodation Counsel

Provides lists of care homes in different areas of the country and offers free housing advice.

EAC FirstStop Advice
89 Albert Embankment
London SE1 7TP

Advice line: **0800 377 7070**

Email: **info@firststopadvice.org.uk**

www.eac.org.uk

Relatives and Residents Association

Supports care home residents and their relatives. Operates a helpline and produces leaflets and factsheets of information about care home life.

1 The Ivories
6-18 Northampton Street
London N1 2HY

Helpline: **020 7359 8136** (MON to FRI 9:30am - 4:30pm)

Email: **info@relres.org**

www.relres.org



We are grateful to the Scottish Government for part-funding this publication.



0333 323 2400

info@agescotland.org.uk

www.agescotland.org.uk

Age Scotland helpline

0800 12 44 222

Age Scotland Enterprises

0800 456 1137 (Edinburgh)

0800 500 3159 (Glasgow)



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www.youtube.com/agescotland



Age Scotland, part of the Age Network, is an independent charity dedicated to improving the later lives of everyone on the ageing journey, within a charitable company limited by guarantee and registered in Scotland. Registration Number 153343. Charity Number SC010100.