

## Planning

1. If you are looking for a home for a friend or relative talk to them and find out what is important to them. Think about what makes them happy.
2. Ask a friend or relative to come to the home with you when you do a review. Two pairs of eyes are better than one!
3. Talk to your healthcare and community support teams and get their views and thoughts on which home works best.
4. Ensure you take a pen and paper with you before you visit anywhere so that you can make notes.
5. Find at least three care homes to visit so that you are able to make a good comparison.
6. Is the home in a community that you know? How easy is it for you and relatives to get to the home?
7. What amenities and local services are near to the home? Is the home near to a local church and parks?

## Home visit

1. Were you able to park easily at the home? If you came by public transport how easy was the walk to the home?
2. How did the home look on arrival? Were you greeted by happy friendly staff? Does the home feel warm and homely?
3. Does the home seem clean and tidy? Were there any unpleasant smells or odours?
4. What are the views like from the home? Is it in a noisy or quiet neighbourhood? Does the home have its own garden?
5. Does the home have a service user guide? Are there samples of activities and menus? Does the home have a newsletter?
6. Does the home feel bright and airy? Is this somewhere that feels safe and secure? Is the decoration in good order?
7. Can the bedroom be redecorated for you? Are you able to bring your own furniture? Is there a toilet and/or a shower? What is the view like?
8. Are communal bathrooms adapted with special baths? How far is the nearest bathroom and toilet from a bedroom?
9. Is there a separate dining room? Is there a menu on display? If residents are eating does the food look nutritious and tasty?
10. How many lounges are there? Is there quiet space or lounges to use in the home?
11. What activities does the home offer? Is there a cinema room? What sort of outings does the home have? Is there a hairdressing salon?
12. Does the home have professionals who visit? (e.g. Podiatrist, chiropodist, optician and hairdresser)
13. Talk to existing residents and relatives? Find out what they think about the home and if they like it?
14. What is the homes staffing ratio? Are there enough staff to cater for the needs of your loved one?
15. Does the home have church and other religious services? When are these and who can join in?
16. What are the fees? How often are they reviewed? Is it clear what is included in the fee? Is a personal contribution required?

## Evaluation

1. Take some time to think about what you have seen and make notes. Discuss these with family and friends?
2. If you don't have all the answers that you need contact the home again and get clarification.
3. When you have found a care home you like arrange for a second visit and make a list of your follow up questions?



| Notes and comments |
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