



Information and Advice

*With compliments
of Wellburn Care Homes*



Leaving your home and familiar surroundings to move into a care home is a big step. It is important to consider your choices carefully before making a decision about where to move to.

HOW TO FIND THE RIGHT HOME

- On entering the home is the atmosphere warm and friendly?
- Ask to see a copy of their latest Inspection Report and the homes Terms of Residency.
- Can family and friends visit at any time?
- Is there a lift?
- Will you be able to bring your own possessions such as pictures, plants and furniture?

STAFF

During your visit it is important to consider the staff in the home, as you will have contact with them on a daily basis.

- Do the staff appear 'busy' or do you notice them interacting with residents?
- How many staff have formal qualifications, such as an NVQ qualification?
- What other training is made available to staff?
- Were the staff respectful at all times?

ACCOMMODATION

During your visit have a look at the facilities available for your use in the home.

- Do you like the decoration? Would you feel comfortable living there?
- Is there easy access for wheelchairs and frames throughout the home?
- Does the home have bathing facilities that meet your needs?
- Are toilets available in all parts of the home?
- Has the home got up-to-date self help equipment for the needs of residents, for example grab rails, bathroom hoists etc.?

VACANT ROOMS

- Do the rooms smell fresh and clean?
- Are the rooms tastefully decorated and furnished?
- Are the rooms en-suite?
- How many items of furniture or personal possessions can you bring with you?
- Is there a lockable facility within the room?
- Can you bring your own TV?
- Are all rooms lockable with individual keys?
- Is there a telephone facility?
- What arrangements are there for handling your personal money

COMMUNAL ROOMS

- Are there different sitting areas including quiet rooms?
- Is there a separate dining room?
- Was the TV on in the main lounge or were the residents participating in a social activity or simply chatting?
- Was there staff supervision and intervention?
- Are the chairs arranged in groups or around the edges of the room?

MEALS

- Is there a choice of food on the menu?
- Is the menu varied and interesting?
- Do the meals appear to be nutritious?
- Is the dining room clean, bright and attractive?
- Are second servings offered if you still feel hungry?
- Are special diets catered for?
- Could you go there for a meal with a friend or family, before you decide to move into the home?
- Could you have your meals served in your room if you preferred?

LEISURE

- How will you be informed about upcoming events?
- Is there an activity co-ordinator?
- Ask to see there activity file?
- Can you carry on doing the activities that you currently enjoy?
- Does the home have its own transport?
- Will your religious needs be met, for example, do clergy call at the home, or could you be taken to church?
- Are books and newspapers available?
- Does the home stand in secluded gardens that are well maintained?
- Is there an area for you to sit outside if you wish to do so?

DAY-TO-DAY LIFE

- Are you allowed to make choices about your daily routine?
- Will you be able to rise and go to bed when you choose?
- If you need help with bathing, who will provide this?
- Can you choose how often you have a bath or shower?
- Can you keep your own GP if you moved into the home, and is there access to other health services, such as opticians and dentists?
- Who decides when a check-up is needed?
- Are details of the complaints procedure readily available?
- Is there access to advocacy services?
- Can I go outside in the garden for fresh air when I want to?

FEES

- What are the home's fees?
- Are there any extra charges for services?
- Ask to see the Age Concern booklet 'Your Rights To Money Benefits', and other Age Concern Factsheets and Information Sheets all of which offers excellent free advice.

You can also ask whether it is possible to arrange an extended visit or trial period to make sure the home really suits you.

You should also be visited at home or in hospital by a member of staff to make sure that the care home is suitable and can give you the care that you need, and to assist you to plan your admission to the home.



'Care without compromise'
throughout the North

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