







supporting you to choose a care home

Here's a useful enquiry checklist to support you when you explore our care homes, virtually or with an actual home visit.

We hope you find it useful and it supports you to make an informed choice for you or your loved one. If you have any other questions, our friendly **Enquiry Support Team** are here to help on **0800 917 0478**.

| | Home 1 | Home 2 | Home 3 |
|--|--------|--------|--------|
|  <p>Did you feel welcome? It's so important that you feel comfortable within the home as this is a new chapter for you and your family. Could you consider yourself living here or visiting a loved one who is?</p> | | | |
|  <p>Does the home offer the right type of care? It's vital to understand what a care home can offer for you and your family. Whether you need respite or long-term dementia care, you'll need to consider the services available to you. Consider asking about person centred care plans.</p> | | | |
|  <p>What are the lifestyle benefits? Caring goes beyond clinical or personal needs, it's all about caring for the person. Why not ask about the activities programme available and if they have a dedicated staff member to deliver them? Consider how loved ones are welcomed to be involved in the home. How does the home remain an active part of its community?</p> | | | |
|  <p>How does the team enrich lives? Moving into a care home can be daunting and it's important you feel safe and secure with your choice of care. Consider asking about key workers and staff training, as well as understanding how the team gets to know you or your loved one on a personal level.</p> | | | |
|  <p>What is the food like? Mealtimes can be a highlight of a resident's day. Why not ask what happens at mealtimes? Consider seeing a sample menu and find out if special diets could be catered for. Why not ask about what support is available to assist residents and if they can choose where they eat?</p> | | | |
|  <p>Do your research Care home reviews, left by residents and their families are readily available online. Who better to hear from than the residents themselves? Why not visit carehome.co.uk, the leading independent review site for care homes, to find out how a care home is rated. Consider also reviewing the home's latest inspection report.</p> | | | |