

YOUR GUIDE TO CHOOSING A CARE HOME

When looking for a care home there are many different considerations. It is important to feel comfortable with the decision to move into care.

It is always a good idea to visit the care home prior to becoming a resident. This gives you the opportunity to see the home, the residents, the staff and to ask questions. Following are some points to consider when choosing a care home.

Dignity, Respect and Individuality

- Are residents treated as though the Home is their home?
- Are residents able to make their own choices, for example can you choose your meals and which activities you participate in?
- Will you be assessed to see what type of care package suits you best?

"Exceptional level of care, privacy, respect and dignity given to the residents. Extremely friendly and competent staff who endeavour to help and accommodate all that they can."

Resident

Care

- How often are care plans and medicine requirements reviewed?
- What happens if your care needs change, can the Home cater for this?
- What happens if your financial situation changes, will the Home assist you with staying in the Home?

Facilities and Your Room

- Is the Home accessible?
- Does the Home cater for specific diets?
- Is there a choice of meal each day?
- Are residents able to make their own drinks and snacks?

"Her particular requirements for diet are all catered for and nothing seems too much trouble."

Relative

- Are there bright and sunny areas to sit in both inside and outside?
- Are there outdoor areas which are secure for people with dementia?
- Are communal areas clean and welcoming?
- Are there additional facilities in the Home such as a hairdresser, chapel, bar, shop?
- Are there health services available such as a visiting doctor, chiropodist, nurse, physiotherapist, dentist?

"A very smart Home, with a wide variety of services and activities available."

Relative

- Are family and friends welcomed to visit?
- Are there areas of the Home where family and friends can sit and/or stay overnight?

YOUR GUIDE TO CHOOSING A CARE HOME

- Are family and friends welcome for meals or able to make their own drinks and snacks?

"The atmosphere is calm and under control and the welcome for visitors is always friendly."

Relative

- Are residents able to bring their own possessions into their room?
- Are residents allowed any pets?
- Can residents have their own phone line?
- Is the Home fitted with hoists, specially adapted bathrooms and toilets?
- Do residents have their own bathroom or is there a bathroom near to their room?
- Is the décor of the Home sensitive to the needs of residents, especially those with dementia?

"My mother loves her bedroom which is important. The interior décor is always light, airy, bright and spacious."

Relative

- Is the signage in the Home clear and easy to understand?

Activities in the Home

- Is there a full and varied activities programme?
- Are residents encouraged to socialise and take part in activities?
- Are activities planned to accommodate all types of care?

"Lots of effort is put into the social and recreational activities, they even have a dedicated Activities Co-ordinator."

Relative

- Is there transport available to allow activities outside the Home?
- Are residents' family and friends welcome to join in with activities?
- Are special occasions and events celebrated?

Staff

- Are the staff qualified in the area you need?
- Do the staff treat and talk to the residents in a caring way?
- Do the staff spend time with the residents and listen to what they have to say?

"It is noted that any free time, by the staff, is spent positively with those in their care – either by talking or communicating in whichever way they can to ensure a happy, safe, secure environment exists."

Relative

- Does the Home Manager have a good relationship with residents and staff?

Location

- Is the Home near to family and friends?
- Is the Home easy for visitors to get to?
- Are there public transport links to and from the Home, or will the Home provide transport?

Care Standards

- Is the Home registered with the Care Quality Commission (CQC) in England or the Care and Social Services Inspectorate Wales (CSSIW) in Wales?
- Have you looked at the reports available from CQC or CSSIW?

How to contact us

Royal Masonic Benevolent Institution
60 Great Queen Street
London
WC2B 5AZ

Phone. 020 7596 2400
Fax. 020 7404 0724
Email. enquiries@rmbi.org.uk
Web. www.rmbi.org.uk