

For further information on
Devon Senior Voice

please contact
Sally Lougher
Executive Administrator
PO Box 210
Harberton
Totnes
Devon
TQ9 9DA
01803 732678

info@devonseniorvoice.org
www.devonseniorvoice.org

Devon Senior Voice



**Choosing
a Care Home
in Devon**
A Checklist to Help You

Produced by Devon Senior Voice

Update September 2016

The Voice of Older People

Following many enquiries over a number of years from Devon Senior Voice (DSV) members and the public, we investigated the need for a booklet on choosing a care home. We extensively researched the subject and found that although other organisations had produced guides, they were not as complete and all-encompassing as we had envisaged. So in 2012 – in consultation with prospective residents, users, carers, care home owners, local authority commissioners, our members and DSV Health and Social Care Group – we produced our own for internal use.

The feedback on our booklet was that it was an invaluable tool for helping relatives make in-depth decisions on the future care of their loved ones, and in 2015 we decided to publish it for the use of the general public.

But since publication the Government has announced an important change to the provisions of the Care Act 2014. The cap on care costs and the extension to means-tested support that had been due to come into place in April 2016 will now not be implemented until April 2020. The level of the cap and the increase in means-tested support will be set out in regulations that have yet to be published. DSV is very concerned about this delay, and will be keeping a careful eye on developments in that key area. For further information on the Care Act visit www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets

It is our intention to keep the document updated on a regular basis to include more information on such changes.

Gillie Newcombe

Ex-chairman Devon Senior Voice

AGEING WELL IN DEVON

In an ageing society Devon Senior Voice (DSV) exists to promote the wellbeing and independence of older people. We speak out on the issues that matter to our 2,000-plus members – older people speaking up for older people.

We are made up entirely of volunteers in branches across Devon, apart from one part-time paid member of staff. We use our collective strengths and skills in small-scale initiatives to nurture and empower stronger communities. We believe that this way of working will help to create a county where all people feel valued and connected to each other.

By coming together we can also ensure our voices are heard by the authorities on everything that affects our quality of life: from bus services and health to housing and social care, and from loneliness and leisure facilities to relations with younger people.

Our views are drawn from our own experiences and on research evidence produced by our specialist advisory groups. Above all, we want to reach out and share good practice and new thinking on issues, and to develop imaginative solutions to the many problems facing us all.

If you wish to join, and we hope you do, please see our contact details overleaf.

FOREWORD	2
BACKGROUND	4
1. WHAT ARE THE ALTERNATIVES?	4
2. ASSESSMENT OF NEED	9
3. INVOLVING EVERYONE	9
4. CHOOSING A RESIDENTIAL HOME	10
5. CARE HOMES IN DEVON	12
Appendix A: Checklist when visiting	13
Appendix B: Observations when viewing	23
Appendix C: Resources	25
Appendix D: Feedback	31
Free post details	32
Appendix E: About Devon Senior Voice (DSV)	35

BACKGROUND

It is not easy to provide advice on choosing a care home, as every individual has different requirements and needs, but we would ask you to use these suggested guidelines in your quest.

Please note that throughout we have referred to “you” or “your”. We are aware that it may be either the person who requires the care home, or their carer or both who may be reading this.

Consider these three questions:

1. Is residential care the right choice for you? Have you investigated all the other alternatives?
2. Have you had a professional assessment of all your needs?
3. Have you spoken to everyone who may be involved?

1. WHAT ARE THE ALTERNATIVES?

- Day care
- Respite care
- Home care, including use of telecare technology and other equipment
- House share
- Extra-care housing
- Support from various organisations

The majority of this document is about the choice of a residential or nursing home. In most cases a decision about this will not be required until you require an intensive package of care, so it would be inappropriate not to include some information about the alternatives and also some support you can obtain whilst at home.

Day care: a facility which gives a day or half a day placement, usually including a meal and activities.

Respite care: this is a home that takes you for longer than a day and allows your carer to have an opportunity to have some time off e.g. weekend, a holiday or sickness relief. With Personal Budgets you could use the money for day care, respite care, home care or assistance with social activities.

Notes

Freepost RRZH TXSH EXXU,
PO Box 210,
Harberton,
Totnes,
Devon TQ9 9DA

BACKGROUND

Home care: the majority of us would prefer to remain in our own homes until the end of our days. However, this may not be the case for all. Perhaps if you live alone or if you do not wish to put pressure on your family, you might well prefer to move into a facility that will provide you with all the care and security you require. Unfortunately not everyone is able to make a choice – if you do not have sufficient finances of your own, or do not meet the strict criteria set by Devon Social Services, then your choice becomes much more limited.

The first port of call is, in most cases, your doctor, who will be able to give you a host of information, and directions as to where to go for more (**see Appendix C, Care Direct, page 25**). If your choice is to remain at home, even when requiring an intense package of care, you and your carer will need your doctor's full support. It is wise to involve them at an early stage of decision making and many practices will have a professional working with them who has expertise in this area.

Non-personal care packages may in some cases be just the preventative input that allows you to stay in your home. Usually for this type of service you will have to self-fund, but as well as the private sector, you could also look at support that can be obtained from the voluntary sector. Age UK, CAB and Healthwatch Devon can provide you with literature explaining a full range of service provision and give guidance as to the steps you need to take (**see Appendix C, pages 25-30**).

For personal care packages, where you need assistance with personal care needs, such as washing, bathing or dressing, you should get some financial support, as long as you fulfill the level of need specified in the Devon County Council criteria, following their assessment of your needs (**see under 2. Assessment of Need, page 9**). Once your care package becomes a more complicated one, you might well need assistance from more than one source.

Your checklist could be:

- Assistance from other sources – voluntary and private sectors.
- Equipment – walking aids, wheelchairs, hoists, stair lifts.
- Support for carers – Carewise (young carers), Devon Carers (including Virtual Carers Centre) and Westbank, (**see Appendix C, page 25**).

BACKGROUND

Choosing a provider of home care:

- Personal recommendation is perhaps always one of the best methods
- Obtain a list of providers from Care Direct (**see Appendix C, page 25**)
- Ensure that the provider has been checked by CQC and look at their most recent reports
- Comparison of costs
- Contact the provider, who should supply you with information. Ask for a manager to visit and explain the service they can provide. Prior to the manager’s visit draw up a list of your needs.

Consider also:

- Lasting Powers of Attorney: 1. Health and Welfare; 2. Property and Financial Affairs
- End-of-life choices – advance decisions
- Making a will

House share

One of the most acceptable method of providing could be to share a house with members of family, friends or carer. Of course this has to be undertaken with a great deal of thought and we should suggest that only when very suitable accommodation is available. It may be possible to adapt your own house for this. It is also imperative that written agreements are made in advance using a solicitor.

Extra-care housing

There are currently four available developments in Devon in Bideford, Ivybridge, Okehampton and Newton Abbot.

Moreton Court, Abbotsham Road, Bideford

Sanctuary Home Care provides 24-hour on-site care. Each apartment has its own front door, one or two bedrooms, lounge, fully equipped kitchen, and a shower room with level-access shower, washbasin and toilet. The development includes communal spaces, lifts to all floors and wheelchair access to all apartments and communal areas. Each apartment is fitted with white goods and an emergency pull-cord intercom alarm system that alerts a

Appendix D: Feedback

We hope you found this booklet helpful? It would help us if you were to feedback your views on any of its content and invite you to complete a short survey. Please forward this to:

Freepost RRZH TXSH EXXU, PO Box 210, Harberton, Totnes, Devon TQ9 9DA



On a scale of 1-5 where 1 is the lowest and 5 the highest:

1. How did you rate this booklet?
2. Was there any section that you found particularly helpful?
3. Was there any section that you found particularly unhelpful?
4. Would you like to see any other information included?
5. Would you recommend this booklet to friends and family?

Appendix C: Resources

7 Housing options

Factsheets

1 Buying retirement housing. 2 Intermediate care. 3 Park Homes. 4 Retirement (sheltered) housing.

Info guide

1 Care homes. 2 Housing options.

8 Other Publications

1 Money Matters. 2 Work and learning. 3 Travel and Lifestyle.

9 Renting accommodation

Factsheets

1 Council and housing association housing. 2 Finding private rented accommodation. 3 Tenants rights: rent. 4 Tenants rights: repairs. 5 Tenants rights: Security of tenure.

10 Self-directed support

Factsheets

1 Finding help at home. 2 NHS continuing healthcare and NHS-funded nursing care. 3 LA assessment for community care services. 4 Self-directed support: Direct Payments and Personal Budgets.

BACKGROUND

member of the on-site care team. Pendant alarms are available if required. Torridge District Council and Devon County Council meet with Sanctuary to approve potential new tenants to ensure they meet the care requirements of the scheme.

Moreton Court is suitable if you:

- are aged 55 or over with a care and support need and have local connections to Bideford, Torridge or Northern Devon
- have care needs that have been assessed.

The scheme may not be suitable if you have been assessed as requiring a substantial amount of regular nursing care which can't be delivered in your own home.

[Read the Moreton Court leaflet.](#)

To apply to rent an apartment at Moreton Court phone **01803 696180** or email di.pooley@sanctuary-housing.co.uk

Douro Court, Brook Road, Ivybridge

Douro Court is an extra-care-housing scheme consisting of 32 flats (30 x 1 bed, 1 x 2 bed and 1 x 3 bed) built for residents with a variety of needs. The self-contained flats have a lounge-dining room, kitchen and shower room; and an emergency alarm system throughout with assistive technology capability.

Douro Court is suitable if you are:

- over 60 years of age with identified care needs
- currently living in South Hams; but if you have links to South Hams or live in Devon, you may still be eligible to apply.

[Read the Douro Court leaflet.](#)

You can apply by calling **01752 898240**. You can also call direct to the Guinness Care and Support Team Leader on **01752 898242** or the Guinness Housing Team on **01752 898247**. It is also possible to apply through Devon County Council's Care Direct Plus on **0845 1551 007**.

BACKGROUND

Castle Ham Lodge, Castle Road, Okehampton

Castle Ham Lodge is a major redevelopment of the former Castle Hospital in Okehampton, providing 50 purpose-built flats and additional facilities. It consists of 50 flats (33 one-bed and 17 two-bed) purpose-built for residents with a variety of needs, and including some of the latest technology available. Each flat is self-contained with a lounge-dining room, fully fitted kitchen and accessible shower room. There is an emergency alarm system throughout with assistive technology capability, main-entrance CCTV and security intercom system.

Castle Ham Lodge is suitable if you are:

- over 55 years of age with identified care needs
- currently living in Okehampton; but if you have links to Okehampton or live in Devon, you may still be eligible to apply.

[Read the Castle Ham Lodge leaflet.](#)

You can apply by phoning **01837 650880**. You can also call direct to the Guinness Care and Support Team Leader on **01837 650884** or The Guinness Housing Team on **01837 650882**. It is also possible to apply through Devon County Council's Care Direct Plus on **0845 1551 007**.

Haydon Court, Western Road, Newton Abbot

The [Aster Group](#) provides this new extra-care scheme of 50 flats. 36 flats are available at affordable rents (28 as one bedroom, and 8 as two bedrooms). The remaining 14 flats two-bedroomed flats are available to buy as shared ownership or open-market sale. All are self-contained with their own front door, bedroom/s, lounge/kitchen area and fully accessible bathrooms. Haydon Court includes communal living by providing a contemporary lounge and hobbies room, an on-site hairdresser, and a restaurant providing a nutritious lunch every day, alongside snacks and beverages. An on-site care and support team provide personal care and support services to meet individual needs. There is also a 24-hour emergency response service.

Haydon Court is predominately designed for people over 55, who require on-site care and support services. People below this age may make an application to live there, as long as they have a long-term care and support

Appendix C: Resources

3. Care homes

Factsheets

1 Choice of accommodation. **2** Deprivation of assets in the means test for care home provision. **3** Deprivation of liberty safeguards. **4** Finding care home accommodation. **5** Intermediate care. **6** LA assessment for community care services. **7** Paying for care in a care home if you have a partner. **8** Paying for permanent residential care. **9** Paying for temporary care in a care home **10** Safeguarding older people from abuse. **11** Treatment of property in the means test for permanent care home provision.

Info guide

1 Care Homes

4. Health and Wellbeing

Publications

1 Conditions and illnesses. **2** Finding and using health services. **3** Healthy eating. **4** Keeping fit. **5** Looking after your body. **6** Relationships and family. **7** Your healthcare rights.

5 Help at home

Factsheets

1 Disability Living Allowance. **2** Finding help at home. **3** Help with heating costs. **4** LA assessment for community care services. **5** Paying for care and support at home. **6** Self-directed support: Direct Payments and Personal Budgets.

Info guide

1 Care at home. **2** Personal Budgets.

Info leaflet

Home safety checker.

6. Home safety and security

Factsheet

1 Anti-social behaviour in housing.

Info guide

1 Avoiding scams. **2** Staying safe - personal security at home or out and about.

Info leaflet

1 Home safety checker. **2** Winter wrapped up.

Appendix C: Resources

Teignbridge Area

Web site: <http://citizensadviceteignbridge.org.uk>

Dawlish

Manor House, Old Town Street, DAWLISH, EX7 9AP

Newton Abbot

36–38 Market Walk, NEWTON ABBOT, TQ12 2RX

Teignmouth

Teignmouth Library, Fore Street, TEIGNMOUTH, TQ14 8DY

Torbay Area

Web site: <http://www.torbaycab.org.uk>

Paignton

29 Palace Ave, Paignton, Torbay TQ3 3EQ

Torquay

1 Castle Road, Torquay, TQ1 3BB

4. LITERATURE

Age UK Factsheets Infoguides, Info Leaflets etc.

Age UK Devon, Devon, 1 Manaton Court, Manaton Close, Matford Business Park, EXETER, EX2 8PF

Tel: 0845 296 7810

E-mail: info@ageuk.org.uk/devon

Website: <http://www.ageuk.org.uk/devon>

Age UK Factsheets, Infoguides, Info Leaflets etc.

1. Adapting your home

Factsheets

1 Disability equipment and how to get it. **2** Finding help at home. **3** Funding repairs, improvements and adaptations. **4** LA assessment for community care services.

Info guide

1. Adapting your home

2 Appeals and complaints

Factsheet

1 How to resolve problems and make a complaint about the local authority.

BACKGROUND

need. Preference is given to people who have local connections to the Newton Abbot area in the first instance, then the wider Teignbridge District Council area, then the administrative area of Devon County Council.

To find out more phone **0333 400 8233** or email

asterlivingcustomercontactteamwells@aster.org.uk

You can arrange a visit to view the properties by calling the service manager on **01626 333 314**.

For further information on Extra Care Housing visit:

<https://new.devon.gov.uk/adultsocialcareandhealth/housing-options/extra-care-housing/extra-care-housing-developments/>

Support from various organisations

In **Appendix C (pages 25-30)** you will find a list of organisations with their contact numbers that can offer advice and support.

2. ASSESSMENT OF NEED

Are you aware that everyone requiring care, regardless of their financial circumstances, is entitled to an assessment of their needs? The assessment will advise you about the level of care you need and whether you need a residential or a nursing home. Where there is any element of nursing care the NHS is responsible for funding. Currently you may be entitled to support from Social Services if you have less than **£23,250** savings, including the value of your property. But under the Government's amendments to the Care Act 2014, implementation of the previously announced cap on care costs – limiting the amount people have to pay towards the cost of their eligible care and support over their lifetime – and the extension to means-tested financial support has been delayed from April 2016 to April 2020. The level of the cap and the increase in means-tested support will be set out in regulations that have yet to be published.

3. INVOLVING EVERYONE

As well as your GP and community nurse it is vital that you involve those closest to you in your decision making, as becoming carers will affect their lives and they will need to be able to obtain support for their own needs.

BACKGROUND

Only after you have considered all the above, and with the agreement of others, should you commence the business of choosing the right home. In our opinion residential care is one of the last options to consider, as it is likely to be the most expensive and the least preferable. (Of course there may be some instances where there is a need to make an emergency placement, but where possible these should be reduced to the minimum.)

4. CHOOSING A RESIDENTIAL HOME

Make a list of the positives and negatives for a care home from the considerations below.

1. It is vital for the future that you consider where the home is situated

- Is it near enough for family and friends to visit?
- Is it on a bus route?
- Is it in the country or in a built-up area?
- Is it on the flat?
- Is it near enough to shops, library, church and community facilities if you are still able to get out and about?
- Is it set in its own grounds, and can they be used by residents and visitors?
- Are pets allowed?

2. What type of home?

- Small family run
- Large national company managed home
- Specialist home

Once you have considered the above, start making enquiries about the homes in the area in which you have decided to live. Care Direct (see **Appendix C, page 25**) will give you a list of residential and nursing homes. Write or ring and ask for the prospectus of any in which you are interested. We would suggest that you do some in-depth research and compare homes against one another. The Care Quality Commission or CQC (see **Appendix C, page 25**) inspects care homes and publishes reports. You can look this up on the internet or ask to see a copy. However, we would recommend that

Appendix C: Resources

Barnstaple

Barnstaple CAB, 1-3 Bridge Buildings, The Strand, BARNSTAPLE, EX32 8LW

Bideford

13 Bridgeland Street, BIDEFORD, EX39 2QE

Crediton

Council Offices, CREDITON, EX17 2BN

Cullompton

The Hayridge Centre, CULLOMPTON, EX15 1DJ

Holsworthy

Manor Offices, HOLSWORTHY, EX22 6DJ

Ilfracombe

The Ilfracombe Centre, ILFRACOMBE, EX34 8AL

Okehampton

Ockment Centre, OKEHAMPTON, EX20 1AR

South Molton

Amory Centre, SOUTH MOLTON, EX36 3BU

Tavistock

Kingdon House, TAVISTOCK, PL19 0AN

Tiverton

Town Hall, TIVERTON EX16 6PG

Torrington

Castle Hill, TORRINGTON, EX38 8AA

Plymouth Area

Web site: <http://www.citizensadviceplymouth.org.uk/>

Ernest English House, Buckwell Street, PLYMOUTH PL1 2DA

South Hams Area

Web site: <http://www.citizensadvicesouthhams.org.uk/>

Follaton House, Plymouth Road, TOTNES TQ9 5NE

Dartmouth

Dartmouth Clinic, DARTMOUTH TQ6 9NF

Ivybridge

The Watermark Centre, IVYBRIDGE PL21 0SZ

Kingsbridge

Quay House, KINGSBRIDGE TQ7 1DZ

Totnes

Follaton House, Plymouth Road, TOTNES TQ9 5NE

Appendix C: Resources

2. CARE HOMES

Care homes in Devon

Website:

http://www.carehome.co.uk/care_search_results.cfm/searchcounty/Devon

3. LOCAL

CAB Devon

Adviceline is now Devon wide. Tel 03444 111 444 (0300 330 0650 Mobiles)

Web site: <http://www.cabdevon.org.uk/>

East Devon Area

Main Office: Honiton Library & Information Centre, 48-50 New Street
HONITON EX14 1BS

Web site: <http://www.eastdevoncab.org.uk/>

Axminster

The Job Club, Methodist Church Hall, Lyme Road, AXMINSTER EX13 5AZ

Cranbrook

Younghayes Centre, 169 Younghayes Rd., CRANBROOK EX5 7DR

Exmouth

The Town Hall, St Andrew's Road, Exmouth EX8 1AW

Honiton

The Library, 48-50 New Street, Honiton, EX14 1BS

Ottery St Mary

The Council Offices, 8 Broad Street, OTTERY St MARY, EX11 1BZ

Seaton

23 Fore Street, SEATON EX12 2LE

Sidmouth

The Community Partnership Building, Mill Street, SIDMOUTH, EX10 8DF

Exeter Area

Web site: <http://www.citizensadviceexeter.org.uk/>

Dix's Field, EXETER, EX1 1QA

Mid Devon, North Devon, Torridge and West Devon Areas

Web site: <http://www.ruraldevoncab.org.uk/>

TNMWD CAB, 1-3 Bridge Buildings, The Strand, BARNSTAPLE, EX32 8LW

BACKGROUND

you also rely on your own inspection visit and intuition. Check with your GP, social worker and community nurses, and see if they have any comments on the home or homes of your choice.

3. Financial cost

At this stage in your considerations you should know whether you are entitled to any funding from Social Services. It is a very good idea to consult several of the companies that advise on ways of paying for residential or nursing home care, whilst protecting investments as much as possible.

What are the fees and what exactly do they cover?

- Do you have to make a deposit?
- Are the fees paid in advance or in arrears?
- Do they cover everything? For example – newspapers, hair dresser, podiatrist, toiletries, social activities, TV licence etc.
- If costs are not all-inclusive, what extras will need to be purchased?
- What happens if you are in hospital, or on holiday – are the fees still paid in full?
- Can you have a telephone installed in your room?
- In the unfortunate case of death, how long before the room has to be cleared.

Other financial information you may wish to obtain

- The home's guidelines with regard to pocket monies.
- The home's policies regarding valuables.
- Is there a drawer or cupboard that is lockable in the resident's room?

4. Once you have looked at all this and made some decisions

Before actually visiting homes we advise you draw up a list of your own needs, or if you are acting on behalf of someone, their needs. A good idea would be to write a draft care plan. Ask for assistance in doing this from a community nurse. If you have had an assessment by Social Services they should have already developed a list or plan for your needs. However, there might well be further details you would feel worth including.

BACKGROUND

Telephone in advance to make an appointment to view the home and meet the manager. Alternatively, it could be better to arrive unannounced and then ask to see the manager, as this is more likely to give you an accurate idea of the place. Also inquire about vacancies if you are looking for a placement urgently.

We have prepared a checklist at **Appendix A (pages 13-22)** to help you. These are predominantly questions requiring just a simple 'Yes' or 'No' answer.

Any queries arising from these may be recorded in the following **Appendix B, (pages 23 - 24)**, to note any points you may wish to follow up.

5. CARE HOMES IN DEVON

A current count indicates there are 553 of these located in the 10 districts of the county as follows:

East Devon (75), Exeter (40), Mid Devon (32), North Devon (35), Plymouth (103), South Hams (35), Teignbridge (79), Torbay (94), Torrington (31) and West Devon (29).

Of the total, 197 are split between the two unitary authorities of Plymouth (103) and Torbay (94). The remaining 356 are spread amongst the 45 postal towns listed as follows:

Axminster, Barnstaple, Beaworthy, Bideford, Braunton, Brixham, Buckfastleigh, Budleigh Salterton, Colyton, Crediton, Cullompton, Dartmouth, Dawlish, Exeter, Exmouth, Holsworthy, Honiton, Ilfracombe, Ivybridge, Kingsbridge, Lifton, Lyme Regis, Lynmouth, Lynton, Newton Abbot, North Tawton, Okehampton, Ottery St Mary, Paignton, Plymouth, Salcombe, Seaton, Sidmouth, South Brent, South Molton, Tavistock, Teignmouth, Tiverton, Torquay, Torrington, Totnes, Umberleigh, Winkleigh and Yelverton.

There are links from the website listed in **Appendix C (page 26)** to each of the towns listed above, where details of the care homes in their locality can be found. For those without their own access to the internet, help can be obtained from their local library or one of the CAB offices which can be found listed in **Appendix C (pages 26-28)**.

Appendix C: Resources

1. CARE

After Caring

After Caring, 14 Bridgeland Street, Bideford, Devon EX39 2QE

Tel: 01237 420134

E-mail: aftercaring@torridgecvs.org.uk

WebSite: <http://www.aftercaring.org.uk>

Care Direct

Tel: 0845 155 1007

Email: csc.caredirect@devon.gov.uk

Website: <http://www.devon.gov.uk/caredirect>

Carewise

14 Bridgeland Street, Bideford, Devon EX39 2QE

Tel: 01237 479380

Email: enquiries@carewise.org.uk

Website: <http://www.carewise.org.uk>

Care Quality Commission

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: 03000 616161

E-mail: Form on website.

Website: <http://www.cqc.org.uk> <http://www.cqc.org.uk/content/contact-us-using-our-online-form>

Devon Carers

Tel: 0845 643 443

08456 434 435 new

Website: <http://www.devoncarers.org.uk>

Healthwatch Devon

Devon Communities Together, First Floor, 3 & 4 Cranmere Court, Lustleigh Close, Matford Business Park, EXETER EX2 8PW

Tel: 0800 520 0640

Email: info@healthwatchdevon.co.uk

Website: <http://www.healthwatchdevon.co.uk>

Westbank

Healthy Living and Community Care Centre, Farm House Rise, Exminster, EXETER EX6 8AT

Tel: 01392 824752

Website: <http://www.westbank.org.uk>

Appendix B: Observations when viewing	
Section /Item	Any additional personal notes/comments

Appendix A: Checklist when visiting		
Environment: Appearance of Grounds		
Y	N	
1		Environment: Appearance of Grounds
a		Can residents use?
b		Are they safe for residents to walk in?
c		Can you push a wheelchair around them?
d		Is there garden furniture?
e		Can residents undertake activities in the garden e.g. raised beds, games, BBQ's?
2		Appearance of the building
a		Structure }
b		Paintwork } General appearance
c		Clean windows }
d		Signage }
e		Space for ambulance
f		Space for visitors' car parking
3		Entrance hall/corridor
a		Does anyone greet you?
b		Is there a signing-in book?
c		Comments book
d		Brochure about the home
e		Neat, tidy, clean, no smells
4		Hallways/corridors
a		Width of doors and corridors
b		Handrails
c		Condition of carpets

Appendix A: Checklist when visiting		
20	General information for relatives/friends of residents cont'd	Y N
h	What choice does the user/client get in this?	
i	Who visits the home on a regular basis? Hairdresser, vicar, chiroprapist, dentist, physiotherapist etc.	
j	Do you talk to others who may have knowledge of the home e.g. GP, district nurse, social worker or other families?	
2021		

Appendix A: Checklist when visiting		
5	Lounge cont'd	Y N
n	Are radiators protected? (This should apply everywhere in the building)	
o	Chairs for visitors?	
6	Bedrooms	
a	Is the room upstairs and, if so, is there a lift?	
b	Is the bed at right height?	
c	Is the bedding adequate?	
d	Are there cot sides where necessary?	
e	Can a hoist fit under beds and be used correctly?	
f	Is there a bedside light (if not, can they give an explanation e.g. safety)?	
g	Is the room accessible for a wheelchair?	
h	Is there a comfortable chair?	
i	Over-bed table or alternative?	
j	Wardrobe?	
k	Chest of drawers?	
l	Bedside table?	
m	Mirror?	
n	Shelving or somewhere to put knick knacks?	
o	Pictures?	
p	Are there adequate electrical sockets?	
q	Can residents have their own furniture?	
r	Can residents select colour schemes etc if room to be decorated?	

Appendix A: Checklist when visiting		
6	Bedrooms cont'd	Y N
s	Commode	
t	En suite with toilet and hand basin	
u	(Check for towels and flannels tooth brush etc)	
v	Is there a jug and glass (ask for a reason if not)?	
w	General décor	
x	Does the room smell fresh?	
y	Does it have a view?	
7	Bathrooms	
a	Are there an adequate number of showers and bathrooms for the number of residents?	
b	Special baths with hoists?	
c	Is there an assisted bathroom? Is it large and clean?	
d	Residents should be supervised. So how many staff on duty?	
e	Adequate number of toilets with hand basins near the lounges suitable for disabled access?	
f	Handrails to get off toilets?	
g	Are there toilets near lounges?	
h	Is there a visitor's toilet?	
8	Dining room	
a	Safe for residents to walk around?	
b	Room for wheelchairs?	
c	Can residents choose where to sit?	
d	Observe cutlery/china etc	
e	Lighting and outlook?	

Appendix A: Checklist when visiting		
19	Staff cont'd	Y N
e	How many are on duty?	
f	How many per shift?	
g	What training do they receive? In-house Outside	
h	How many have a qualification?	
i	How many from the local area?	
j	Do they like the job?	
k	How long have they been in the job?	
l	What made them take up the job?	
m	Are there any changes they would like to see/Are their ideas considered?	
n	What is the management structure?	
o	Do they have enough time to do what they feel is important for the residents?	
p	Are they happy to talk to you?	
20	General information for relatives/friends of residents	
a	Were you made welcome?	
b	Would you be happy to see your Mum and Dad there?	
c	Are visitors encouraged to join in with activities (do they feel welcome and part of the team)?	
d	Do they have animals?	
e	Are animals and children encouraged to visit?	
f	Who checks on the need for new clothing?	
g	Who buys personal clothing?	

Appendix A: Checklist when visiting		Y	N
16	If possible ask: cont'd		
l	Can they choose where to sit and with whom?		
m	Do they get to go out?		
n	Do they have visitors?		
o	Is there someone available to read or write for them or to contact people for them?		
p	Do they have an allocated member of staff and if so do they know who it is? Try and ascertain their role from residents or staff		
q	Do they see GPs and nurses regularly?		
r	Are they happy?		
17	Recreation		
a	What sort of activities does the home lay on?		
b	Are there trips and outings for the residents?		
c	Do they have their own wheelchair-accessible transport?		
d	Are there computers for the residents' use?		
18	Visiting policy		
a	Can people visit at any time with notification?		
b	Can visitors have meals?		
c	Are visitors made to feel welcome?		
19	Staff		
a	Do they look happy?		
b	Do they look clean and tidy?		
c	How do they talk to you?		
d	How do they relate to the residents?		

Appendix A: Checklist when visiting		Y	N
8	Dining room cont'd		
f	Are menus on display?		
g	Can residents prepare drinks for themselves?		
9	Other rooms		
a	Sluice-type areas		
b	Linen room		
c	Wash rooms		
d	Locked storage		
e	Do not forget fire exits and fire instructions		
f	Storage of drugs		
g	Laundry facilities		
h	How often are clothes washed?		
i	Are clothes marked?		
10	Care plans		
a	Is there a photograph of the client?		
b	Are they comprehensive? Do they include such things as likes and dislikes, past employment?		
c	Activities enjoyed and special interests?		
d	Are there objectives and goals to be reached for each individual client?		
e	Are the care plans kept up to date?		
f	Can you trace an incident?		
g	Are residents or their relatives or advocates involved with drawing up care plans?		
h	Are meetings held with residents/relatives/staff?		
i	How often do management team meet with relatives?		

Appendix A: Checklist when visiting		
11	Food	Y N
a	Is there a menu clearly displayed?	
b	Is there more than one choice?	
c	Would you be happy to eat there?	
12	Finance	
a	How much is a room per week/month?	
b	How is this divided between care and lodging?	
c	Exactly what do the fees provide?	
d	Are there any hidden extras e.g. newspapers/periodicals, hairdresser, chiropodist, outings and entertainment, toiletries etc?	
e	Who takes care of any pocket money and how is it managed?	
13	Record books	
a	Is there a falls record?	
b	Is there a compliments and complaints book?	
14	Management and staff	
a	What is the management structure?	
b	How is the administration run?	
c	Staff rest room?	
d	Quiet area for talking to relatives, staff etc?	
e	Telephone for use of residents?	
15	Observations of residents	
a	Are they in clean clothes?	

Appendix A: Checklist when visiting		
15	Observations of residents cont'd	Y N
b	Can they choose what to wear?	
c	Are they in their own clothes?	
d	Do they smell?	
e	Have they any visible sores?	
f	Are their teeth clean?	
g	Is their hair well cared for?	
h	Have they got clean finger nails?	
i	Do they look you in the eye?	
j	Do they smile at you or with you?	
16	If possible ask:	
a	Daily routines - are they the same or do they alter?	
b	Look at timetables for meals are - is there flexibility? Do they get coffee and drinks at night?	
c	Do they have activities and more importantly do they enjoy them?	
d	Can they get up when they want to? Or go to their rooms when they wish? Or go to bed when they wish?	
e	Do staff answer when called? How long do they have to wait before staff respond?	
f	Do staff sit and talk to them?	
g	Is there an activities organiser or are staff allocated to be with them?	
h	Can they have a bath when they want?	
i	Can they take meals in their rooms?	
j	Do they have a choice of menu and how is this recorded?	
k	Have they any special friends?	