

The Relatives & Residents Association



For Quality of Life of
Older People in Care

QUESTIONS TO ASK WHEN VISITING A CARE HOME OR CARE HOME WITH NURSING

Name of the home:.....

Address of the home:.....

.....

.....

.....

.....

Contact name:.....

Telephone number:.....

Email address:.....

First impressions

Is the atmosphere friendly and homely?

Yes

No

Is the home well decorated, well lit, well maintained and at a comfortable temperature?

Yes

No

Are there unpleasant odours?

Yes

No

Are there others of your relative's age or with similar disability?

Yes

No

Do the residents seem active and content?

Yes

No

Do the staff seem caring and attentive to the residents?

Yes

No

How do staff seem to feel about working in the home?

How do visitors seem to feel about spending time in the home?

Have you seen a copy of the last inspection report? Is it on display in the home?

Yes

No

Location

Will it be easy for your relative to keep in touch with family and friends?

Yes

No

Is it easy for your relative to get to the local shops/pub/church or any other places they may want to go to?

Yes

No

The Building

Are there call bells in the bedrooms and in the communal areas?

Yes

No

Does the building meet your relative's needs to enter/exit and move around it easily? (Wheelchair access / hand rails / lifts)

Yes

No

Bedrooms

Can own furniture and belongings be brought into the home?

Yes

No

Is there a TV in the bedroom?

Yes

No

Is there a telephone in the bedroom?

Yes

No

Bathrooms/Toilets

Do toilets, baths and showers meet your resident's needs/choices?

Yes

No

Is there a toilet ensuite or within easy reach of the chosen bedroom and all the communal rooms?

Yes

No

Communal Rooms

Is the furniture in the communal rooms arranged in a homely way?

Yes

No

Is there a quiet room with no TV?

Yes

No

Personal Possessions

Does the home take responsibility for insuring residents' possessions?

Yes

No

What arrangements are there for handling personal money?

General

What are the house rules? (smoking, alcohol, pets)

Are they what is wanted?

Yes

No

Can you or your relative influence what happens in the home (eg. is there a relatives and residents group)?

Yes

No

Is there a member of staff whose job it is to take care of your relative's welfare, such as a Key Worker?

Yes

No

Domestic Arrangements

Can your relative choose their own routine? (When they get up, go to bed, eat, and wash)

Yes

No

Can your relative help around the home if they want to?

Yes

No

Are residents able to shop for personal items, including clothes and toiletries?

Yes

No

Meals

Do menus give a choice of dishes each day?

Yes

No

Do the menus seem to be balanced and nutritious?

Yes

No

Can you try the food during your visit?

Yes

No

Can special diets be catered for?

Yes

No

Can your relative have meals in their own room?

Yes

No

Can you or your relative have/make a snack or drink whenever they want?

Yes

No

Leisure

Are social events and outings organised frequently?

Yes

No

Are regular classes available (exercise/handicraft)?

Yes

No

Is there scope for your relative to continue with hobbies they enjoy (walking/gardening/games)?

Yes

No

Is there an activities coordinator?

Yes

No

Are books and newspapers available?

Yes

No

Can your relative go outside when they want to?

Yes

No

Religion

Will your relative be supported and encouraged to continue to practice their religion?

Yes

No

Telephone and Internet

Is there a telephone your relative can use in private which meets any special requirements?

Yes

No

Is there access to the internet?

Yes

No

Visitors

Can family and friends visit without restriction?

Yes

No

Are there places where residents can spend time in private with their guests?

Yes	No
-----	----

Can visitors stay for a meal?

Yes	No
-----	----

Can visitors stay overnight?

Yes	No
-----	----

Personal Care

Is there help with personal care (washing, bathing, or going to the toilet)?

Yes	No
-----	----

Can relatives or friends help with personal care?

Yes	No
-----	----

Does a hairdresser/barber visit the home?

Yes	No
-----	----

Can you have a say in the way your relative is looked after/helped?

Yes	No
-----	----

Health Care

Can your relative keep the same doctor that they have now?

Yes	No
-----	----

Do health professionals visit the home regularly? – Doctor, Optician, Dentist, Physiotherapist

Yes	No
-----	----

Who decides when a health/medical check-up is needed?

End of Life

If your relative's health gets worse can they stay at the home right up until the end of life?

Yes	No
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Management of the Home

How long has the person in charge been running the home?

How many staff are there on duty: In the morning/afternoon/evening/night?

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Are there enough members of staff to give individual attention?

Yes	No
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Are night staff awake or on call?

Are agency staff used?

Yes	No
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The Relatives & Residents Association

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