



COATE WATER CARE Co. Ltd

...outstanding reputation because we care

www.coate-water-care.co.uk Telephone Swindon 01793 496 827

Thank you visitng our web site and downloading our checklist

This checklist has been created to assist you to make an informed choice about moving into a new home that provides care. It is a good idea to look through the checklist and determine which aspects are most important to you and score each item from "0" (bad) to "5" (Excellent). Add up the total and the homels that score highest should be short listed for further investigation.

Best wishes for your future

Chris and Geraldine

Care Home Checklist

Name of Care Home: _____ **Score:** _____

First Impressions

- Is there a good atmosphere?
- Were you made to feel welcome
- Is the interior clean, comfortable and inviting?
- Are the staff friendly and caring?
- Do the residents seem happy and well-cared for?

Location and Amenities

- What distance are the local amenities ie local shop/post office/pub?
- How far is the nearest village or town?
- Is there a good transport network available?
- Is there a garden that residents can use?



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Care Home Checklist (continued 2)

Accommodation

- Are the bedrooms single or double occupancy?
- Do the bedrooms have en-suite facilities?
- Are the bathroom facilities adapted to suit those with special needs?
- Can residents bring their own furniture/decorate their rooms?
- Are there televisions or radios in the rooms or can residents bring their own?
- Are there locks on the bedroom doors and is there a safe place for valuables?
- Are there emergency call buttons in the rooms?
- Are there telephones in the room?

Accessibility

- Do the facilities have the right equipment and adaptations for your needs?
- Are there bathroom facilities near to the social areas?
- Is there a lift?

Life within the home

- Is the daily schedule flexible with regard to meal times, getting up and going to bed etc?
- Are there any rules and restrictions with regard to going out and returning times?
- Are there designated smoking/non smoking areas?
- Are residents included in any decisions about the home that directly affect them?
- Is there a garden?
- Is alcohol permitted/available?
- Who manages the resident's spending money?
- What is the policy on visitors?
- Can I be useful and use my skills?
- Is there a day centre?

Activities/Entertainment

- Are there any organised outings and how much do they cost?
- Can residents help with gardening/cooking/laundry etc?
- What activities and entertainment are put on for the residents?
- Can residents pursue existing hobbies and interests?



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Care Home Checklist (continued 3)

Staff

- Are the staff cheerful, friendly and respectful?
- Are the staff well qualified/trained?
- Do the staff have good relationships with the residents?
- What is the staff turnover at the home?
- Are there enough staff to ensure that you get the care and attention you need day or night?
- Do they have an "Investors In People" accreditation?
- What is the management's ethos?
- Is the home a member of the National Care Association?

Catering

- Is there a choice of menu each day?
- Is there a wide variety of food served?
- Can meals be eaten in residents rooms?
- Are drinks and snacks provided throughout the day and night?
- Can the home cater for special dietary needs?
- Is the food nutritionally balanced?

Fees and Contract Terms

- How much are the fees?
- How are they payable – weekly, monthly, monthly in advance, annually?
- Do the fees cover all services or are there any extra adhoc charges?
- What is the notice to terminate?
- Can we see copies of the "statement of purpose" and the "service users agreement"
- Are all procedures clearly defined in the contract i.e complaints procedure?
- Is there a CSCI report available?

Your notes: