



Is this home right for me?

Helping you find the right home for you or your loved one

We hope you have found this guide useful. If you have any questions please call:

0800 731 2020

Mon–Fri 8am–6pm, Sat 10am–4pm

Email: contact@anchor.org.uk or visit www.anchor.org.uk

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Choosing the right care home is not easy so to help you we have put together this guide of points you might want to consider. When you go to visit a care home either for yourself or for a relative, take someone with you for another opinion. Trust your gut feelings – you'll know what you like when you see it and if the home is for a relative, try to put yourself in their shoes and think what they might prefer. It may be the little things that appeal to you about the home, like being able to have visitors whenever you want or having a telephone line in your room.

You will have lots of questions when you visit. We have put together this guide to help you remember the queries you may have. You can copy it as many times as you need and take it to each home you visit.

Due to Covid-19, it is not currently possible to visit our care homes in person. However, we are facilitating visits virtually by video or methods such as a Skype call with our homes to assist you. We have added a few questions which are pertinent to looking for a care home at the current time.



Name of home

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Covid-19

YES NO

- Does the home have sufficient PPE stocks for ensure staff and resident's safety?
- Can the home facilitate regular contact between residents and their loved ones such as skype calls and safe socially distanced visits? Homes should have a clear position on this and explain options that work to Government guidance
- Are residents and staff tested regularly for Covid-19?
- Does the home have an enhanced cleaning routine using appropriate products?
- Has the home implemented measures to ensure new residents settle in?

First impressions

YES NO

- Were you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?



Notes/comments:

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Location

YES NO

- Is the home in the locality or community you would like?
- Is the home easy to get to for relatives and friends?
- Is the home close to public transport?
- Does it have car parking?
- Is the home close to local amenities such as shops, churches or pubs?
- Is it in a quiet area or busy area depending on your loved ones' preferences?
- Are there interesting things to see outside?



Notes/comments:

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Accommodation

YES NO

- Is the home well decorated, bright and cheery?
- Can you re-arrange the room to suit yourself?
- Can residents take their own furniture and personal items into the home?
- Does the home smell fresh and airy?
- Does the home feel safe and secure?
- Are there handrails in hallways and corridors?
- Do residents have a choice between sharing or having their own room and washing facilities?
- If sharing, is this organised to your satisfaction?
- Are bathrooms located conveniently for the rooms?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?
- Is the call bell system flexible and accessible?
- Can you adjust the heating or open the windows in the room?
- Can residents take a pet with them?
- Are there enough sockets in the room including telephone and television sockets?
- Are there communal lounge areas both with and without televisions?
- Are there toilet facilities within easy reach of the communal facilities?
- Is there a separate dining room?
- Can you lock your room?
- Is there a secure place for valuables?

Notes/comments:

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Facilities

YES NO

- Are there facilities for people with hearing/visual difficulties?
- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Are there lifts or stair lifts?
- Are personal possessions insured?
- Are there arrangements for laundry and room cleaning?
- Is sufficient medical help available?
- Can residents have their own GP?
- Does a chiropodist/physiotherapist/hairdresser/dentist/optician visit regularly?
- Are residents accompanied on visits to the GP or hospital?

Notes/comments:

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Activities

YES NO

- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- Are outings arranged and are costs confirmed for these?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?



Notes/comments:

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Catering

YES NO

- Can you join residents for a meal as part of your visit?
- Is there a choice of menu?
- Can residents choose what they eat?
- Are special diets catered for?
- Is the choice of food interesting, varied and good quality?
- Can you choose to take meals in your room if desired?
- Can residents eat with guests or on their own if they wish?
- Can you have snacks and drinks at any time of the day or night?
- Is alcohol available if you would like it?



Notes/comments:

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Daily living

YES NO

- Do you know some of the existing residents?
- Do residents look happy and well cared for?
- Are residents involved in decisions about life in the home?
- Can you have your own telephone with a separate number?
- Can residents use the telephone in private and in comfort?
- Does each resident have their own personal care plan?
- Are there any rules and restrictions e.g. going out, time to return etc?
- Are there set times for, getting up, going to bed, or having a bath, or can you choose?
- Are there smoking and non-smoking areas?
- Is there somewhere you can get privacy and peace and quiet, other than your bedroom?
- Can you help prepare meals?
- Does the home provide a laundry service or can resident's family or friends take laundry offsite if your loved one prefers?
- Can you help clean your own room if you want to?
- Can you follow your religious practice e.g. attend church services?
- Can you handle your own money? If not what arrangements are in place?



Notes/comments:

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Type of care

YES NO

- Does the home offer the level of care you need?
- Can you see the CQC – Care Quality Commission Inspection Report?
- Is the home CQC compliant?
- Is an increased level of care available should you need it in the future or will the home support with next steps should this be required in another setting?
- If you have a particular condition, does the home have the right experience and staff?
- What's the staff turnover? (If it's high it may suggest that there's staff dissatisfaction with the running of the home).

Notes/comments:



Fees

YES NO

- How much are the fees?
- Is it clear exactly what is included in the weekly charges?
- Are fees reviewed annually?
- Are fees increased according to increasing needs?
- Are the fees affordable on a long-term basis?
- Are the fees payable in advance?
- Will you have to make up the difference after state contribution?
- Will the home accommodate you on state support?
- Will the home provide a written contract of the care provided?
- What charges are not included?



Notes/comments:

Contract terms

YES NO

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt out?
- Is the notice to terminate the contract reasonable?



Notes/comments:
