

# Care Home Checklist



# Who we are

**Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.**

**Our vision** is a Scotland which is the best place in the world to grow older.

**Our mission** is to inspire, involve and empower older people in Scotland, and influence others, so that people can make the most of later life.

**Our three strategic aims** are to:



**Help older people to be as well as they can be**



**Promote a positive view of ageing and later life**



**Tackle loneliness and isolation**

# How we can help

**We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.**

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

The Age Scotland **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.

## For information, advice and friendship



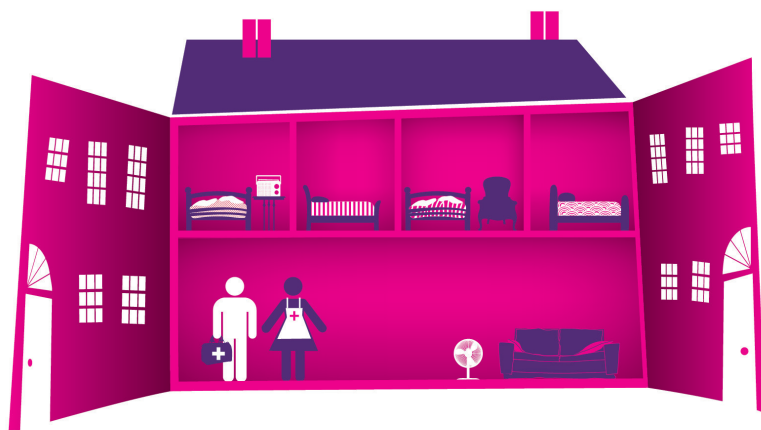
**Call us free on: 0800 12 44 222**  
**(Monday – Friday, 9am - 5pm)**



**Visit [agescotland.org.uk](https://agescotland.org.uk)**  
**to find out more.**

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# Introduction

Choosing a care home is one of the most important decisions you can make. After all, you want to be sure that your new home offers everything you need and is a place you will be happy to live in. Finding out as much as you can about a care home will help you to make an informed choice about where to live.

Everyone has different ideas about what they want from where they live. What is especially important to you? This guide contains some questions you might want to consider, with space for you to write answers to these questions and add any of your own.

Some of the questions here may not be relevant to you. You may find it useful to go through them before you visit and decide what is most important for you.

As you decide, keep in mind that your new home will be just that; a home for you to enjoy, welcome visitors to and make new friends in. Remember to ask the care home about anything you are unsure of and take time to consider your options.

For more information about care homes contact the **Age Scotland helpline** on **0800 12 44 222**.



## Details of the care home

**Q** The name of the care home

**A**

.....

**Q** The address of the care home

**A**

.....

## Location and access

**Q** Will visitors be able to get there easily?

**A**

.....

**Q** Are there transport links nearby?

**A**

.....

**Q** Are there facilities such as shops and parks within easy reach?

**A**

.....

**Q** Are the buildings and grounds well maintained?

**A**

.....

**Q** Will it be easy to enter and leave the building and move between floors? Is there a lift?

**A**

.....



## The care home environment

**Q** Does the home feel clean and inviting?

**A**

---

**Q** Does the home smell pleasant and fresh?

**A**

---

**Q** Is there a relaxed and friendly atmosphere?

**A**

---

**Q** Do the residents seem happy and occupied?

**A**

---

**Q** Can you talk to the residents about how they feel about living there?

**A**

---

**Q** Will you feel comfortable socialising in the home's public areas?

**A**

---

**Q** Is there a quiet room for reading, as well as one with a television?

**A**

---

**Q** How does the home ensure the environment supports people with sensory impairments or dementia?

**A**

---

**Q** If you have pets, can you take them with you?

**A**

---

**Q** Are there toilets in all areas? Are there handrails and other mobility aids?

**A**

---



## Bedrooms

**Q** Do the bedrooms feel spacious?

**A**

.....

**Q** Can you bring your own furniture?

**A**

.....

**Q** Are the bedrooms en-suite?

**A**

.....



**notes / other questions**





## Keeping in touch

**Q** Are there telephone facilities you can use in private?

**A**

.....

**Q** Is there good mobile phone reception?

**A**

.....

**Q** Can you access the internet privately?

**A**

.....

**Q** Are there any restrictions on visiting times or number of visitors?

**A**

.....

**Q** Are there places you can sit with visitors?

**A**

.....

**Q** Are young children welcome to visit?

**A**

.....

**Q** Can visitors stay overnight?

**A**

.....

**Q** Is there a residents and/or relatives committee?

**A**

.....



## Hobbies and activities

**Q** Are books and newspapers available?

**A**

.....

**Q** Would you be supported to go out to the shops, entertainment venues or places of worship?

**A**

.....

**Q** Does the home arrange outings for residents?

**A**

.....

**Q** Does the home provide information about the activities it offers?

**A**

.....

**Q** Does the home offer any physical activities, such as exercise groups or gardening?

**A**

.....

**Q** Can you go outside when you want to?  
Is there a nice outdoor space?

**A**

.....



## The staff

**Q** Are the staff welcoming and interested?

**A**

.....

**Q** How do staff get to know about a resident's life and experiences?

**A**

.....

**Q** Will you be encouraged to stay active and do as much as you can for yourself?

**A**

.....

**Q** Are there members of staff who speak your preferred language?

**A**

.....

**Q** How do the staff interact with residents?

**A**

.....

**Q** How many staff are employed per resident?

**A**

.....

**Q** How are staff trained? What qualifications do they have?

**A**

.....

**Q** Do the staff receive training in areas that might be important to you, such as stroke, dementia or Parkinson's disease?

**A**

.....



## Day-to-day life

**Q** Are you able to make choices about your daily routine, such as when you get up and go to bed, and when and where you eat?

**A**

.....

**Q** What are the laundry arrangements?

**A**

.....

**Q** Is the home right for your cultural and religious needs?

**A**

.....

**Q** Can you choose how often you have a shower or a bath?

**A**

.....

**Q** Can you choose whether you have a male or female carer?

**A**

.....

## Food

**Q** Can the home meet your dietary needs?

**A**

.....

**Q** Does the menu change often and offer lots of variety?  
Is there a choice of food at each meal? Can you try the food?

**A**

.....

**Q** Is there an option for you to prepare food and drink for yourself?

**A**

.....



## Your health and care needs

**Q** Is the care home registered to provide the level of care you need?

**A**

.....

**Q** Will the home be able to support you if your needs change?

**A**

.....

**Q** Do the other residents have a similar level of need to you?

**A**

.....

**Q** Do the bathing facilities meet your needs?

**A**

.....

**Q** Can you keep your own GP?

**A**

.....

**Q** How would you access other health services such as opticians, dentists and podiatrists?

**A**

.....

**Q** What are the travel arrangements for regular hospital or clinic visits? Do the staff accompany residents? Is there a cost?

**A**

.....

**Q** What support is there in relation to end-of-life care?

**A**

.....

**Q** Can you discuss your wishes about your funeral plans openly?

**A**

.....



## Contracts and fees

**Q** Can you see a copy of the home's brochure?

**A**

.....

**Q** Can you see the most recent Care Inspectorate inspection report?

**A**

.....

**Q** Can you see a copy of the home's contract?

**A**

.....

**Q** Does the home offer trial periods?

**A**

.....

**Q** What are the home's fees?

**A**

.....

**Q** Are extra items that are not covered by the basic fees clearly identified and accounted for?

**A**

.....

**Q** What arrangements are there for handling your personal money?

**A**

.....

**Q** How are your valuables kept secure?

**A**

.....



**Q** What are the terms for keeping your room if you go into hospital?

**A**

.....

**Q** Are details of the complaints procedure readily available?

**A**

.....



**notes / other questions**



# Useful Contacts



## Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **[www.agescotland.org.uk](http://www.agescotland.org.uk)**.





## Care Information Scotland

Information for anyone who needs care, provides care or is planning for future care needs.

Helpline: **0800 011 3200**

**[www.careinfoscotland.scot](http://www.careinfoscotland.scot)**

## Care Inspectorate

The Care Inspectorate regulates and inspects care services in Scotland to make sure that they meet the right standards.

Compass House, 11 Riverside Drive  
Dundee DD1 4NY

Tel: **0345 600 9527**

Email: **[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)**

**[www.careinspectorate.com](http://www.careinspectorate.com)**

# How you can help

## Our vision is a Scotland which is the best place in the world to grow older.

All the information and advice we provide is free and completely impartial and in helping people access their rights and entitlements, it can be life changing.

We are an ageing population and more people than ever are coming to us for support. You can help us be there for those that need us most.



### Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- Call **03330 15 14 60**
- Visit **[age.scot/donate](https://age.scot/donate)**
- Text **LATERLIFE** to **70085** to donate £5.\*



### Fundraise

Whether it is having a bake sale, running a marathon or knitting small hats for the Big Knit, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **[age.scot/fundraise](https://age.scot/fundraise)**.



### Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help Age Scotland to continue being there for vulnerable older people in the years to come. To find out more, call **0333 323 2400** or visit **[age.scot/legacy](https://age.scot/legacy)**.

\* Texts cost £5 plus one standard rate message

# Let's keep in touch



## Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today by visiting **[age.scot/roundup](https://age.scot/roundup)**



## Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



**[/agescotland](https://www.facebook.com/agescotland)**



**[@AgeScotland](https://twitter.com/AgeScotland)**



**[@age\\_scotland](https://www.instagram.com/age_scotland)**



**[/Age-Scotland](https://www.linkedin.com/company/Age-Scotland)**

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**Contact us:**

**Head office**

0333 323 2400

**Age Scotland helpline**

0800 12 44 222

**Email**

info@agescotland.org.uk

**Visit our website**

www.agescotland.org.uk

**Follow us on social media:**



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