

WHITECLIFFE HOUSE

Nursing Home Checklist



**COLTEN
CARE**

CARING FOR PEOPLE

*Making the
right choice*

Please tick the appropriate boxes

	Whitecliffe House	Carehome 2	Carehome 3
Location	WHITECLIFFE HOUSE		
Is the home in the location you want?			
Is it convenient for friends and relatives to visit?			
Is it easy to access using public transport?			
Accommodation			
Does the home offer the type of accommodation you want and need?			
Is the home well decorated and maintained?			
Is this maintenance included in the cost or are you expected to pay a deposit?	Included		
• If so, what does this deposit cover?	N/A		
Does the home smell fresh and airy?			
Is the home cleaned to a high standard?			
Can you bring in your own possessions?	✓		
Does the room have en-suite facilities?	✓		
Is there a telephone or the possibility of having a telephone installed?	✓		
Is there a television provided?	✓		
Is there easy access for people in wheelchairs?	✓		
Ambiance			
Is the home welcoming when you enter?			
Do staff acknowledge you?			
Can the staff be seen?			
Are there staff with residents in the lounge area?			
Does the manager give you confidence?			
Do the staff interact well with residents?			
Do residents seem happy, interested and occupied?			
Are you encouraged to talk with residents/visiting relatives/staff?			
Are visitors welcome at all times?			

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Continued...



WHITECLIFFE HOUSE Continuation



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Facilities			
Are there a variety of activities and outings available?	✓		
• What are you expected to contribute for these outings?			
Are the arrangements for laundry satisfactory?	✓		
• Is there a limit to the amount of laundry that is included in the weekly fee?			
• Is ironing included in the weekly fee?	✓		
Does a chiropodist/physiotherapist/hairdresser visit regularly?	✓		
• Are any of these included in your weekly fee?			
Does the home provide transport/escorting services for doctors appointment etc?	✓		
• Is the cost of these included in the weekly fee?	✓		
Does the home have suitable equipment for older people, for example, hoists, walking aids, special mattresses, pressure cushions, beds?	✓		
• Are the costs of such equipment included in the weekly fee?	✓		
Hospitality			
Is there a choice of menu?	✓		
Are special diets catered for?	✓		
Can your visitors join you for refreshments or meals?	✓		
• Is there a cost associated with this?			
Can you choose where you have your meals?	✓		
Is room service available?	✓		
Can you have access to refreshments outside of official mealtimes?	✓		
Fees			
Does the home have a clear statement as to what's included in the weekly fees and what items are extra?	✓		
Staffing and Training			
What training do care staff have?			
Is there a key nurse or carer who will be responsible for my relative?	✓		
Do care staff receive any training before they can start?	✓		
Evidence of Care Standards			
Does the Home have their latest inspection report from the CQC (Care & Quality Commission) readily available?	✓		
Is it of a Good or Excellent rating or equivalent?	✓		

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