FERNHILL
LONGHAM

CARE HOME CHECKLIST

Helping ensure the care home you choose ticks all the right boxes.

Take this form with you when viewing homes, helping you make the best informed choice.

THE LOCATION	FERNHILL	OTHER CARE HOME	OTHER CARE HOME
If visiting by car, is it easy to park?			
Is there easy access to public transport and shops?			
Is it convenient for family and friends to visit?			
YOUR FIRST IMPRESSIONS			
Did you receive a warm welcome?			
Were you offered refreshments?			
Does the home smell pleasant?			
THE HOME			
Is the home well decorated and maintained?			
Is there a variety of communal areas and quiet areas?			
Is there a café?			
Are there gardens and outside seating areas?			
Are visitors welcome at any time of the day?			
Are children welcome?			
Is there a free of charge guest suite?			
THE CARE			
Are hairdressing facilities available?			
Does the home have a relationship with a physiotherapist?			
Will a GP visit regularly?			
Is there a dentist/optician available?			
Will families be informed if a resident is unwell?			
Are there specialist bathing facilities?			
Can you have a trial stay?			
Do residents have their own care plans, tailored to each individual?			
Are care plans reviewed regularly?			

DAILY LIFESTYLE	FERNHILL	OTHER CARE HOME	OTHER CARE HOME
Can you order a daily paper?			
Is there a variety of activities?			
Does the home have a minibus?			
Does the home have provision for 1-1 companionship?			
Do residents have a say in what activities are run at the home?			
Are birthdays/anniversaries celebrated?			
Can the home fulfill your spiritual needs?			
BEDROOM			
Can you bring your own possessions into the home?			
Is there a television?			
Is the room en-suite?			
Is there provision for a telephone and wireless internet?			
Is the decoration in good order?			
Is there a call bell?			
Is there a lockable drawer?			
Are pets allowed in the home?			
NUTRITION			
Is there a choice of menu?			
Is the menu changed regularly?			
Are the ingredients locally sourced?			
Will a chef visit within 24 hours of arrival to discuss your likes/dislikes?			
If someone has difficulty in eating, is there someone who can assist?			
Are special diets catered for?			
Can visitors join for meals?			
Can you choose where you have your meals?			
Are meal times flexible?			
THE TEAM			
Do staff receive an induction and comprehensive training?			
Will you have a Key Nurse or Care Worker?			
Does the home use their own bank staff or agency staff?			
Did staff acknowledge you and seem friendly on your visit?			
Do staff look happy and engaged with residents?			
YOUR FEEDBACK			
Is the most recent CQC report available?			
Is the current carehome.co.uk score visible?			
Is the home responsive; do they communicate and ask for feedback?			
Do the residents look happy and well cared for?			
Is the CQC ratings certificate on display?			

If you have questions that are not covered in this checklist, we'd be happy to help. Please speak to the Home Manager or Customer Support Advisor in the home.

Whatever your care needs, we'll support you in finding the right home.

COLTEN CARE