

Notes	Observations
<p>Residents</p> <p>A strong indication of a good Home is that the residents appear happy and responsive, and that individuals are treated with dignity and respect. The following points are considered to be indicators of quality care:</p> <ul style="list-style-type: none"> • Do staff speak to residents in a way the residents like? • Is there a happy atmosphere? • Are residents, particularly in communal areas, engaged in activities or chatting during your visit? • Is there information about or pictures of social events? • What activities does the Home offer for those residents who wish to remain in their rooms? • Are residents appropriately dressed? • Do residents seem alert and interested? • Do residents talk to you as you walk round? • Can residents go to their rooms when they wish to be alone? • Do staff respect people's right to privacy and knock on bedroom doors? • Do residents have the option for regular religious services? • Will friends or family be able to visit easily? • Is there a trial period? • What happens if a resident's condition deteriorates? <p>Building and Equipment</p> <ul style="list-style-type: none"> • Is the Home well presented in terms of cleanliness, tidiness, decor and furnishings? • Is the Home free from unpleasant odours? • Is there a TV or radio left on even when no one is watching or listening? • Is there more than one room where residents can sit or where they can be quiet or see visitors? • Are the living areas bright and stimulating? • Is the garden accessible, user friendly for the elderly and safe? • If a person uses equipment or adaptations, are corridors and toilets wide enough for a walking frame or wheelchair? • Are residents encouraged to bring in some of their own furniture and possessions? 	

Meals

- Are special diets catered for and are residents' likes and dislikes taken into account?
- Can residents eat in their rooms, or eat at different times, if they prefer?
- Are there facilities for making snacks if a resident feels peckish?
- Are staff trained to sensitively help people eat their food, if necessary?

Visitors

- During what times are visitors allowed?
- Are there quiet areas where relatives can spend time with residents?
- Are visitors encouraged to take residents out, or join them for a meal?

Activities

- Does the Home provide personalised activities that are suitable and engaging for residents?
- Are there opportunities for residents to help staff with small tasks if they wish?
- Are activities available each day or are residents left to sit in front of the TV?
- Are trips and outings organised and special events celebrated?
- Are residents encouraged to take exercise?
- Are residents able to choose and listen to a variety of music when they feel able?

Cultural differences

- Are staff interested in learning about the person's background and culture?
- Do staff show a respect for differences that might involve diet, clothing or religious observances?
- Do staff find out how residents wish to be addressed and how they prefer to relate to other people?

Staff

- What training do the staff receive?
- Do they make time to sit and chat to residents or talk to them while they are helping them with physical tasks?
- Is knowledge and evidence displayed of staff training?
- Do they know about residents' backgrounds, habits and interests?

- What are the staffing ratios? Ask to see the staffing rotation.
- Are the staff attentive and polite?
- Are the staff well presented?

Administration / Head of home

- Do they answer your questions openly and seem to understand your concerns?
- Does each resident have a care plan and are their needs regularly reviewed?
- Is there a complaints procedure?
- What is included in the fee, what may be charged as 'extras'?
- How much notice has to be given on either side?