

# Help when considering moving into a care home

## Adult Social Services and Housing



### Making your mind up and getting help from us

Moving into a Care Home is a big decision. You must be sure that it is the best thing for you. It's important you make the right choice.

You may want to consider other options like:

- help and support to continue living independently in your own home
- sheltered housing or extra care housing schemes

For advice and to talk about an assessment of your needs contact **Care Connect Tel 01275 888 801**. Telephone lines are open 8am to 6pm Monday to Friday.

An assessment involves finding out more about your situation, your care needs, your wishes and any help that may be available to you through the council. Your views will be an important part of the assessment. An assessment will find out whether you need care in a care home.

Depending on your needs and financial situation, we may be able to help you find a Care Home and may assist you to pay the fees provided you have been assessed as needing care in a Home.

There is more information about help with fees in our fact sheet Paying for Residential Care which is available on our website [www.n-somerset.gov.uk/socialcareleaflets](http://www.n-somerset.gov.uk/socialcareleaflets).

### Choosing a Care Home

All care homes are registered and inspected by the Care Quality Commission (CQC). All homes must meet standards set by the government and CQC use these standards when they inspect the homes. Every time the home is inspected CQC write a report. When you are deciding on the care home for you, you should ask to see the most recent report.

All Homes provide personal care, but some can provide a combination of nursing and personal care – known as “Care Home with nursing”. It's also important to look for Homes that provide care for people with particular needs e.g. older people or people with learning difficulties.

Try to visit several Homes that look suitable. Have a look around, talk to residents and staff.

#### Some things to think about and questions to ask

- Where is the Home?
- Will it be easy to keep in touch with your family and friends?
- Will you be able to get to the shops or other places you'll want to go?

#### What is the building like?

- Is there a garden?
- Is there a lift?
- Are there call bells in all the rooms?



### **What are your first impressions?**

- Is the atmosphere friendly and welcoming?
- Do the residents seem happy?
- Are the rooms clean and fresh?

### **Accommodation**

- Can you have a single room?
- Are there rooms with their own bathroom and toilet en-suite?
- Are you able to bring some of your own furniture and belongings?
- Can you lock the door of your room?

### **Day-to-day life**

- Are you comfortable with any “house rules” – for example about smoking, alcohol and pets?
- Is there a way to have your views heard, for example through a residents’ meeting or council?

### **Spiritual and cultural needs**

- Are the staff sensitive to residents’ spiritual and cultural needs?

### **Visitors**

- Can friends and family visit without restriction and will there be privacy for you?
- Will they be able to join you for a meal?

### **Meals**

- Does the menu give a good choice of dishes?
- How flexible are mealtimes – can you have meals in your room or make a snack or a drink?

### **Domestic arrangements**

- Will your room be cleaned everyday and will your bed be made – can you help if you wish?

### **Personal possessions**

- Is there a secure place where valuables can be kept?
- What are the arrangements for insurance?

### **Leisure**

- What activities and events are available to participate in?
- Are you able to continue with your hobbies?

### **Personal Care**

- Do people working at the Home seem caring and attentive?
- Are there enough members of staff on duty to be able to give everyone individual attention?
- Will you have your own Care Plan – written details of what will be provided for you?
- Would there be a member of staff – a Key Worker – whose job is to take a special interest in you?



- Can you get up and go to bed whenever you want to?

### **Health**

- Can the Home meet all your medical, nursing and special needs?
- Can you keep the same doctor that you have now, or is there a local doctor who accepts patients from the Home?

### **How is the Home run?**

- Who runs the Home – the owners or a manager?
- How long have they been running the Home and how can they be contacted?
- What is the complaints procedure?

### **Terms and Conditions**

**Note:** If we are paying towards your stay in a Home we will deal with the following terms and conditions:

- Is there a written contract/agreement and will you have a copy?
- How long a trial period can you have?
- What happens if you are not happy?
- How much notice must be given if you want to leave the Home?
- What are the arrangements for payment and how will you be invoiced?
- How often do fees change?
- What are the fees for keeping your room if you are away for a short time e.g. in hospital?
- What is the weekly fee and what does it cover?
- Is anything else charged for additionally?

All our factsheets are available from our website [www.n-somerset.gov.uk/socialcareleaflets](http://www.n-somerset.gov.uk/socialcareleaflets) you can also request them from libraries and council reception areas or by calling Care Connect on 01275 888 801.

This publication is available in large print, Braille or audio formats on request. Help is also available for people who require council information in languages other than English. Please contact **01275 882181**.

Revised Jan 2010