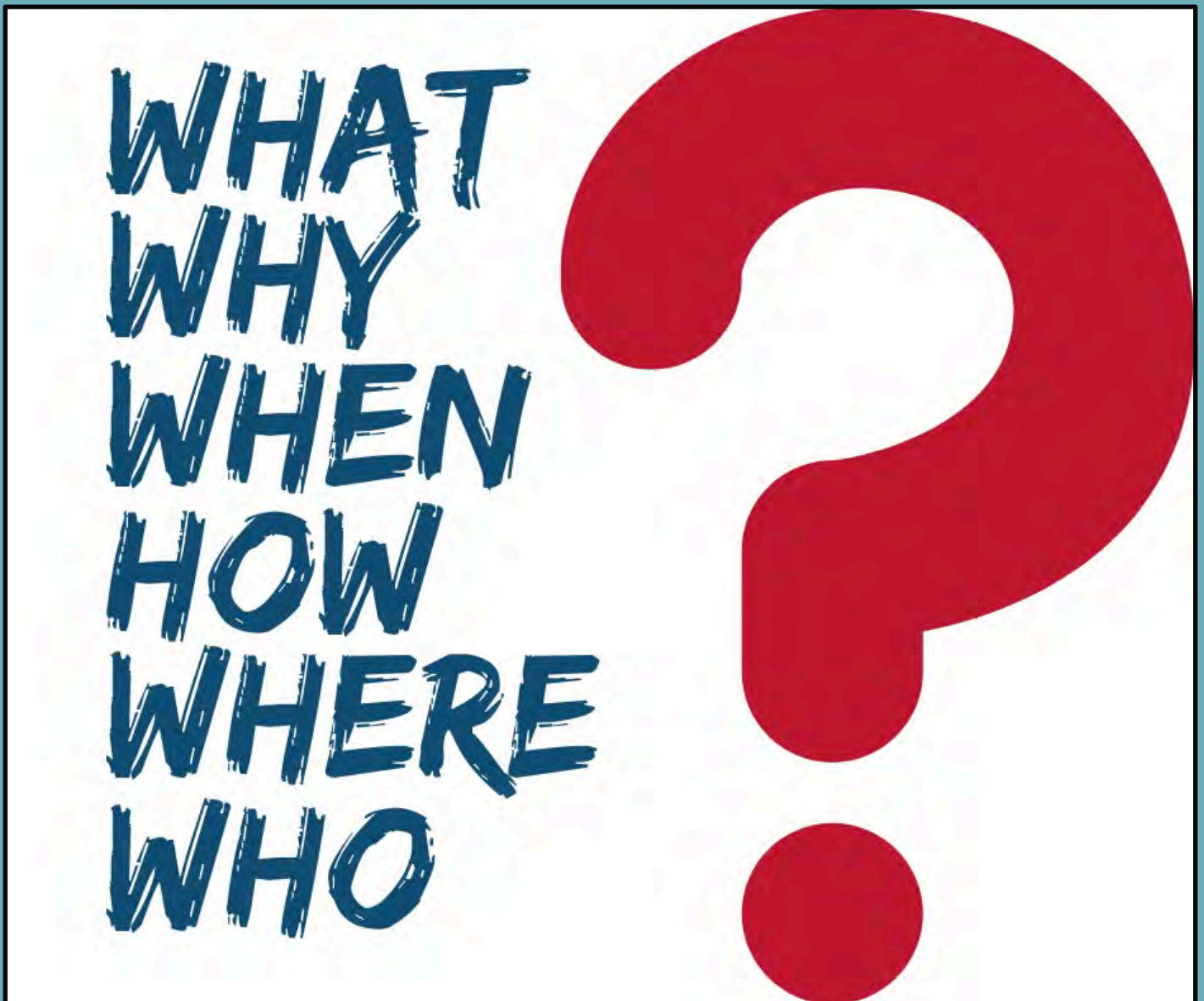


12 QUESTIONS TO ASK A CARE HOME

When touring a care home for a family member with dementia, asking the right questions is essential to assess the quality of care and suitability for your loved one's needs.

Below is a list of 12 important questions to help guide your visit:



CQC Rating: - Good

Specific Questions to Ask





Specific Questions to Ask During a Tour of a Care Home

When touring a care home for a family member with dementia, asking the right questions is essential to assess the quality of care and suitability for your loved one's needs. Below is a list of important questions to guide your visit:

1. Care and Support

- What experience and training do staff have in dementia care?
- How are care plans tailored to individual residents, and how often are they reviewed?
- What is the staff-to-resident ratio, especially during evenings and weekends?
- How are challenging behaviors, such as agitation or wandering, managed?
- What personal care services are provided (e.g., bathing, dressing, medication management)?

2. Safety and Security

- What measures are in place to ensure the safety of residents with dementia (e.g., secure doors, alarm systems)?
- Are there clear signage and dementia-friendly layouts to reduce confusion?
- How does the home handle medical emergencies or health declines?

3. Daily Life and Activities

- What does a typical day look like for residents? Is there a set routine?
- What activities or therapies are offered specifically for residents with dementia?
- Are there opportunities for outdoor access or trips, and how often do these occur?
- Can residents continue hobbies or interests they enjoy?

4. Facilities and Environment

- Are rooms private or shared? Can residents bring personal belongings to make their rooms feel like home?
- Are en-suite bathrooms available?
- Is there access to communal spaces, gardens, or sensory rooms designed for dementia care?
- Are meals served communally or in residents' rooms, and can dietary needs be accommodated?

5. Communication with Families

- How are families kept informed about their loved one's health and well-being?
- Are there regular meetings with families to discuss care plans?
- Can family members visit at any time, or are there restrictions on visiting hours?

6. Costs and Fees

- What is included in the monthly fee? Are there additional charges for certain services or activities?
- How often are fees reviewed, and how is this communicated to families?



7. Transitioning into the Care Home

- Is there a process to help new residents settle in? Are trial stays or respite care options available before committing fully?
- How does the home support residents during the adjustment period?

8. Nutrition and Healthcare

- What types of meals are served, and how are dietary preferences or restrictions handled?
- Is there regular access to healthcare professionals such as doctors, dentists, or therapists?
- How is medication administered and monitored?

9. Staff and Management

- What is the staff turnover rate? High turnover may indicate issues with stability.
- Who manages the home, and what is their background in dementia care?
- How do staff build relationships with residents to promote trust and comfort?

10. Social Connections

- Are there opportunities for residents to socialise with others in the home or participate in community events?
- Does the home encourage visits from pets or allow residents to bring their own pets?

11. Regulatory Compliance

- Can I see the most recent inspection report from regulatory bodies (e.g., CQC in the UK)?
- Does the care home meet all safety and quality standards required by law?

12. End-of-Life Care

- How does the home support residents and families during end-of-life care?
- Are staff trained in palliative care and providing comfort during the final stages of life?
- Can the home accommodate hospice services or external palliative care providers if needed?

By asking these questions during your visit, you can gain valuable insights into whether the care home will provide a safe, comfortable, and supportive environment for your loved one with dementia.

Trust your observations during the tour as well—look for signs that residents appear happy, engaged, and well cared for.

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