

Things to consider when you visit a Rest Home or Hospital Care Facility

First Impressions	Personal Notes
<ul style="list-style-type: none"> • Welcoming atmosphere • Energy • Light • Fresh smelling • Homely • Friendly • Comfortable • Cleanliness • Outside areas 	
Care	
<ul style="list-style-type: none"> • Residents/family involvement in care decision making • Regular review of care plans • How staff smile/interact with residents • GP arrangements • When a registered nurse is on duty • Future needs capabilities • Physiotherapy/podiatry accessible 	
Activities	
<ul style="list-style-type: none"> • Variety and suitability of activities for individuals • Regularity of activities • Who arranges activities • Support for hobbies • How often do they go on outings 	
Dining	
<ul style="list-style-type: none"> • Favourite food served • Variety and choice of menus • Nutritional supervision • Encouragement of family to join for meals • Dining areas and atmosphere • Are special diets and cultural preferences accommodated 	
Staff	
<ul style="list-style-type: none"> • Energy and warmth of staff • How do staff interact with residents and with each other • How long have they been working there • Staff qualifications and ongoing training 	



Things to consider when you visit a Rest Home or Hospital Care Facility (continued)

Personalisation	Personal Notes
<ul style="list-style-type: none"> • Daily routine flexibility • Able to move in personal items • Support of cultural needs • Spiritual support • Allowed private phone and TV • Evidence of staff knowing about the resident's past and their family 	
Room	
<ul style="list-style-type: none"> • Size • Sunlight • Warmth • View • Availability of premium options like an en-suite • Nurse call system • Accessibility to lounges, bathrooms, dining rooms 	
Other residents	
<ul style="list-style-type: none"> • Similar care levels • People you could live with • Testimonials from families of residents • Do they seem happy and well cared for 	
Certification and reviews	
<ul style="list-style-type: none"> • View certificates • Recent audit and results of the recent residents survey • A transparent complaints process 	
Policies	
How do they deal with: protecting residents possessions, accidents, restraint, challenging behaviour, resuscitation, continence, dementia support	

Personal Notes

