



TAKE YOUR TIME. ASK WHAT MATTERS.

Your care-home *visit guide.*



Before you visit, note the routines, relationships and surroundings that matter most. Bring your questions, listen to the answers and leave yourself room to reflect.

01

Everyday life

- ☐ How do residents help shape their day?
- ☐ Can I see an example menu and activity programme?
- ☐ What choices are available for quiet time and shared activities?
- ☐ How do family and friends stay involved?

02

The home itself

- ☐ Which rooms can I look around?
- ☐ What belongings can someone bring?
- ☐ How do residents access gardens and shared spaces?
- ☐ What should I know about accessibility?

A FEW NOTES TO REMEMBER



A LITTLE CLARITY FOR YOUR NEXT STEP

Good questions. *Clearer next steps.*

Ask how the home would get to know the person and keep you informed. Take written details away so you can consider the practical arrangements in your own time.

03

Support and communication

- ☐ How do you assess whether you can meet someone's needs?
- ☐ Who would be our main point of contact?
- ☐ How do you listen to residents' preferences?
- ☐ What happens when a concern is raised?

04

Practical arrangements

- ☐ What is included in the written fee and what costs extra?
- ☐ How are fee reviews explained?
- ☐ What needs to happen before a move can be confirmed?
- ☐ Can we take written information away to consider?

AFTER YOUR VISIT

Reflect together, where possible, with the person who may move in. Note what felt comfortable and follow up on anything that remains unclear.

General conversation prompts only. For individual financial, legal, health or care questions, speak with the appropriate qualified professional or organisation.