

YOUR VISIT, AT YOUR PACE

A little perspective for your visit.

A few thoughtful questions to help you explore a real care home. Bring the people you trust, and take the time you need.

01 The spaces

- ☐ Can I see a bedroom and the shared spaces?
- ☐ How can a person personalise their room?
- ☐ How do people enjoy quiet time and company?

02 Personal support

- ☐ How are individual preferences included in care planning?
- ☐ How are needs and suitability discussed before a stay?
- ☐ Who should a family speak to with a question?

03 Everyday life

- ☐ What does a typical day offer, and how much choice is there?
- ☐ How are food preferences and dietary needs discussed?
- ☐ How can family and friends stay involved?

YOUR THOUGHTS, IN YOUR OWN WORDS

Notice the details. Keep your questions.

Use this page to capture a feeling, a question or something you would like to return to. You do not have to decide everything on the day.

What felt welcoming or familiar?

What would I like to understand better?

What matters most to the person considering care?

For the next conversation

- ☐ Talk through the visit with the person and people they trust.
- ☐ Ask the provider to clarify any details or arrangements in writing.
- ☐ Make time for another conversation or visit if it would help.

Luma Grove is a fictional care-home website concept. This guide offers general conversation prompts; it is not individual care, medical, legal or financial advice.