Touring a retirement or care home

The questions that separate residences, and the things to notice while nobody is talking.

Use it when: You are visiting somewhere you might actually move a parent into.

Money, before anything else

- [ ] What is in the base rate, exactly?
- [ ] What are the care-level bands and what do they cost?
  Ask for this in writing. It is where budgets slip.
- [ ] How much notice before a care level changes?
- [ ] What were the last three annual increases?
- [ ] Is there a move-in fee or a deposit?
- [ ] How much notice to leave, and is any of it refundable?

Staff

- [ ] How many care staff are on at 3am?
- [ ] Is there a nurse on site, and at what hours?
- [ ] What is staff turnover this year?
- [ ] What dementia training does every care staff member have?
- [ ] How long has the manager been here?

What to notice, not ask

- [ ] Do staff greet residents by name in the corridor?
- [ ] Are residents out of their rooms, and doing something?
- [ ] Does it smell of anything other than cleaning products?
- [ ] Are call bells being answered while you are there?
- [ ] Is the food being eaten?

Before you leave

- [ ] Ask to see a real suite, not the show suite
- [ ] Ask for this month's activity calendar and menu
- [ ] Ask to see the DHA, DOH or MOHAP facility licence
- [ ] Ask to come back unannounced, and see how they react
- [ ] Ask for two families you can phone

In an emergency, call 999 for police, 998 for an ambulance.

Free to print and share. Nothing on this checklist was sent to SeniorCareZ or anyone else.