

What to ask?

Our advice is to always visit the accommodation you are considering moving into. Ask to look around, including the bedrooms, bathrooms and other facilities. If you are unable to do this, ask a relative or friend to do it for you.

- Does it meet your standards of cleanliness and comfort?
- Does it smell clean and fresh?
- Ask about staffing levels, both day and night.
- What qualifications do the staff have?
- Do the staff seem friendly?
- Ask other people who stay there what they think.
- Ask to see a sample menu and a list of activities that people can do there.
- Ask a member of staff if you will be allowed to bring some personal items into the home, such as photographs, clocks and small pieces of furniture.

Other things to consider

- Is it near your family and friends?
- Is the décor adequate?
- Can you have a choice of a single or shared room?
- Are there smoking/non-smoking areas?
- Can you drink alcohol if you want to?
- Is there a lift/stair-lift?
- Are there en-suite toilet or washing facilities in the bedrooms?

Are you able to choose

- What and when you would like to eat?
- When you get up and go to bed?
- What time you see your visitors?
- To go out with your friends?
- To keep your own pension/bank books?
- To keep a pet or plants?
- To entertain your family and friends?

Other considerations and queries

- Make sure you will have some privacy if you want it.
- Is there somewhere safe for you to keep your valuables?
- Is there an alarm button in your room?
- Is there a residents' committee?
- Is there a complaints procedure?
- Ask what is included in the fees?
- Are there any hidden extras you will be expected to pay for?
- If you want to leave, what period of notice would you have to give?
- What notice would the home give you?
- What are the arrangements for funerals and payment should you die?
- What happens if you go into hospital or on holiday?
- How will the cost of the home be met?
- Will you be able to afford it?