

Choosing the right home for you



Once you have decided to move into a residential or nursing home, your choice of home is very important.

When choosing a home you should try to:

- look at a list of all the homes in your area (you can get a list from the Care Quality Commission or your local Cumbria County Council Adult Social Care office - see addresses at the end of this leaflet);
- ask for brochures from the homes that interest you;
- visit several to look around and find out more;
- stay for a short while in those you like most; and
- take your time - don't be rushed into making a quick decision.

You can ask your family, friends or your social worker (if you have one) to help you when you do this.

Here are some important things to consider when you look at homes' brochures and on your visits.

About the home

- Where is the home? Would it be easy for your visitors to get to by car or public transport?
- How many residents does it have? Does it have any vacancies?
- Does the home look well maintained and smell clean? Are the rooms clean, comfortable and warm? Are the communal rooms bright and well furnished?
- What security does the home provide for its residents? Would you have your own front door key?
- Is the home accessible for wheelchairs? Does it have a lift?
- Is there more than one lounge? Is there a quiet area?
- Can residents smoke in the home?
- Is it convenient for shops, bus stops and local amenities?
- Are telephones available for resident's use? Is it easy to make or receive calls?

About the people

- Are the staff friendly (without being over familiar), welcoming and interested? Do they respect resident's privacy and dignity?
- How many staff are there on duty during the day and at night?
- Do the residents seem relaxed, happy, confident and occupied? Do they seem well dressed and cared for?

About the rooms

- Would you be able to have a room of your own?
- Would you be able to have an en suite bathroom?
- Would you be allowed to bring favourite items of furniture, ornaments, TV and pictures with you? Could you decorate your own room if you wished? Could you bring your own pet with you?
- Are there facilities for you or your visitors to prepare drinks or snacks?

About the routine

- Are there fixed times to get up, go to bed and have meals or are these flexible so you can choose when you do things? Could you stay in bed if you wanted? Would you be allowed to eat in your room or in bed?
- Ask to see a week's menu. Are special diets catered for?

About visiting

- Are visitors welcome at any time?
- What facilities are provided for visitors?
- Can you see visitors in private, say in your own room?

About activities

- Are there plenty of social activities and outings going on? Are these the sort of thing you like to do?
- Are residents encouraged to keep up their own hobbies and interests?
- Is there a library?

About the care

- Are there special facilities for people who have physical disabilities, sight or hearing difficulties?
- If a resident became frail, could the home provide them with the care they need or would they have to move elsewhere?
- What services are available to residents and would these cost extra? These might include hairdressers, chiropodists, dentists or opticians.
- What are the laundry arrangements?

About financial and other arrangements

- What are the fees, how are they paid and how often? Would there be any extras on top of this for example a television in your room or outings?
- Ask for a copy of the contract. What does it include and what does it leave out? When might a resident be asked to leave? What happens if a resident dies?
- What are the arrangements to help you manage your finances?

- Is there a formal complaints procedure? Do residents have access to outside help to resolve problems?

And finally the big question - would you like to live there?

For more information

Care Quality Commission

If you would like more information about any residential or nursing home, the Care Quality Commission make available reports of the inspections they carry out. You can contact them at:

Care Quality Commission National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161 (open 8.30am to 5.30pm, Monday to Friday)

Email: enquiries@cqc.org.uk

Website: www.cqc.org.uk

Cumbria County Council Adult Social Care

If you would like more information about how Cumbria County Council Adult Social Care may be able to help you, please contact Customer Services at your local Adult Social Care office:

Carlisle

Civic Centre

Rickergate

Carlisle CA3 8QG

Telephone 01228 227000

carlislessd@cumbriacc.gov.uk

Eden

Friargate

Penrith

CA11 7NX

Telephone 01768 812242

penrithssd@cumbriacc.gov.uk

Allerdale

New Oxford Street

Workington

CA14 2LW

Telephone 01900 706325

workingtonssd@cumbriacc.gov.uk

Copeland

Somerset House

Duke Street

Whitehaven CA28 7SQ

Telephone 01946 506352

whitehavenssd@cumbriacc.gov.uk

South Lakeland

County Offices

Kendal LA9 4RQ

Telephone 01539 713377

kendalssd@cumbriacc.gov.uk

Barrow-in-Furness

Market Street

Barrow-in-Furness LA14 2LH

Telephone 01229 407894

barrowssd@cumbriacc.gov.uk

For emergencies outside office hours, at the weekend or during bank holidays, the Out of Hours Service can be contacted on (01228) 526690.

www.cumbria.gov.uk/adultsocialcare

If you need this document in another language or another format such as large print, Braille or audio please telephone 01228 606060.

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