

How to use this checklist: Use these 15 questions when calling care homes to ensure you gather all essential information. Take notes in the spaces provided to compare homes effectively.

Care Home Name: _____

Phone: _____

Date Called: _____

Spoke With: _____

Call Back: _____

Availability & Immediate Needs

1 Do you currently have beds available?

Answer: _____

2 What is your typical admission timeline?

Answer: _____

3 Do you offer trial stays or respite care?

Answer: _____

Medical & Care Services

4 What level of nursing care is available on-site?

Answer: _____

5 Do you have experience managing [specific condition]?

Answer: _____

6 How do you coordinate with GPs and specialists?

Answer: _____

Costs & Financial Details

7 What exactly is included in the weekly fee?

Answer:

8 Are there additional charges for activities, laundry, or hairdressing?

Answer:

9 What are your annual fee increase policies?

Answer:

10 What deposits or registration fees are required?

Answer:

Daily Life & Family Involvement

11 What are your visiting hours and policies?

Answer:

12 What activities and social programmes do you offer?

Answer:

13 How do you communicate with families about care and wellbeing?

Answer:

14 Can you accommodate special dietary requirements?

Answer:

15 When can we arrange a viewing?

Answer:

Professional Tips for Telephone Enquiries

- Call during business hours (9am-5pm) when managers are typically available
- Have a pen and this checklist ready before calling
- Ask to speak with the manager or person in charge of admissions
- Take notes during the call - tone and responsiveness matter
- Ask for any information to be sent via email for your records
- Request a brochure or information pack if available

RightCareHome.co.uk Birmingham

Independent Care Home Selection Service • No Care Home Commissions

For comprehensive assessment with medical matching and safety analysis, visit rightcarehome.co.uk