



# Questions To Ask When Visiting A Care Home

Visiting a care home can be extremely beneficial because it allows you to gain an insight in to how a home is run, and the kind of environment it offers. The idea of visiting the home is to determine whether you, or your loved one, would be happy there, and whether it can meet your own or your loved one's needs. Asking these questions during your visit will enable you to get a clear picture of the home, ultimately helping you decide if it's where you or your loved one would like to be.

## Fees, policies, deposits, and notice periods

- How are the fees calculated and what do they include?
- When and how often are the care home fees collected?
- Are the fees paid in advance or in arrears?
- How can the fees be paid?
- Are residents contracted to a minimum period?
- If a resident has to leave the home, are any fees paid in advance refunded?
- How are NHS-funded nursing care payments accounted for in the fee structure?
- What are the costs of additional services such as hair dressing, or chiropody?
- Are there any additional costs such as management fees?
- How often are the fees reviewed?
- What's the policy of periods of non-occupancy?
- How long must a resident be absent before fee reductions apply?
- Will residents need to pay a deposit?
- Is the deposit deducted from care home fees, or refunded?
- What happens to the deposit paid if either party terminates the contract?
- Are there any instances when the deposit wouldn't be returned in full?
- How much notice is given for fee increases?
- How much notice must a resident give if they decide to leave?
- How much notice must the home give if they want a resident to leave?
- What's the complaints procedure?

