



Questions to Ask When Visiting a Care Home

Welcome to Harbour House. We thought it might be helpful to guide you with some questions you may wish to ask us and any other care home you may be visiting over the coming weeks. Moving from your own home into a residential care home is a very big decision and it must be right for you. In order for you to feel comfortable and satisfied with your move, some of these questions and tips may be helpful. Harbour House is not a nursing home and whilst we do our very best to care for you, there are times when you or your family need to consider a move into nursing care.

Financial Information

- How often do you collect the care fees from my bank account?
- How are the fees and care levels calculated?
- What exactly do the fees include?
- How do I make my payments?
- How often would my care fees reviewed?
- Is there an annual increment to the fees? If so, what was the last increase to the fees here?
- How much notice do I get if there is a fee increase?
- Do you require a deposit and will it be refunded if I change my mind?
- Do I get my deposit back when I move in?
- What happens if I run out of money?
- What happens in the event of my death regarding my fees?

Practical Questions

- Is there a waiting list?
- What is the highest level of care available (what happens if I need nursing care)?
- Are there set visiting times for my guests?
- Can my guests stay for meals? Is there a charge for their meals?
- Can you explain the security of the building to me?



- Are residents allowed to bring pets to the home?
- Is there somewhere safe I can keep my precious and personal items?
- Am I able to lock the door to my room?
- How do I or my relative make a complaint if they need to?
- How many staff are on duty during the day?
- How many staff are on duty during the night?
- Do the residents have their own meetings?
- Is there a communal lounge I can use?
- How many residents can live here?

Mealtimes

- Who cooks the food here?
- Can I see where the food is prepared?
- Are mealtimes flexible or at set times?
- Are you able to cater for special dietary requirements?
- Can I see some menus?
- What happens if I don't like the menu on the day?

My Room

- Can I see a room?
- Can I bring my own possessions and furniture?
- Is there a telephone point in my room and how is this charged?
- Is there an en suite bathroom?
- Is there a call system in the rooms?
- Can I have a neck pendant?
- How often is the room cleaned?
- How often is there a deep clean?



- Can I put pictures on my walls?
- Can I have a phone line in my room?

Care and Support

- Why would I need to move to a nursing home?
- Am I able to have 'end of life care' here?
- If I need to see a medical practitioner here, is that possible?
- Can staff attend medical appointments with me?
- Can I have help to order and administer my medication?

What is Included in My Contract at Harbour House

- the cost of care, including the notice period for any increases.
- details of any trial period.
- Insurance for your room to the value of £1000k.
- all your meals, accommodation, laundry, cleaning, entertainment and activities.
- Specialist medical equipment if you are assessed to need it and the NHS do not provide it.

Please feel to ask any of these questions and any others that you may have during your visit.