

Transcript-Choosing care for adults

My name is Helen Llewellyn and I'm an adult inspector. It's not always easy finding the right care home, which is why as an inspector I go into care homes and check that the care provided is appropriate and that people living there are safe.

It's important for people to find the right care service because it should be a home for life as far as possible, as long as the care provider can meet their needs.

It's really important to find the right care for someone because people have specific individual needs which need to be met in individual ways. People need to know that the service that they have identified will be able to meet those needs in every way.

I would always advise people to check our website, make sure that the service itself is registered and to look at the most recent reports to make sure that the service is able to meet someone's needs. But also to get a sense of the story of that service, where it comes from and where it's going to.

I'd suggest that people visit at different times of the day and also before they go they make a list of questions.

Ask to have a look at the communal space; ask to have a look at the bedrooms, prepare some questions before hand which you might want to take with you.

I'd also suggest spending a little time to look at the menus as well because it's very important to have a look at what choices are available and speak to the staff to see if meals can be had in bedrooms or in different areas of the home-if there's choice.

When they do visit that service, to make sure that they meet with the manager, meet as many of the staff as possible that are on duty as well. But also relatives and other residents of that service. And it's also really important to take those questions that you've prepared with you and to make sure that you don't only ask them but you get the answers as well and you don't leave until you get those answers.