

# Quality in Care Homes



This easy read tells you about quality in care homes, and some of the important things to think about when you are looking for a care home.

## Staying at home



There is information [online](#), on Notts Help Yourself, about helping you to stay living at home.



You can also phone 0300 500 80 80 for the information.



If these services and options are not right for you, you might need to live in residential or nursing care.

## Finding a care home



Our Care and Support Directory has information about residential and nursing homes in Nottinghamshire.



You can see this information [online](#), or ask for paper copies by phoning 0300 500 80 80.

## Quality audits



Nottinghamshire County Council staff visit each older person's care home every year and look at lots of things such as:



- The choice of meals.



- How clean the home is.



- The number of activities for people to do.



We use these to give each home a Quality Rating.



Band One is the lowest Quality Rating and Band Five is the highest.



We then tell the home how they can make life better for the people living there.

## Dealing with poor quality care



We have contracts with the care homes we use.



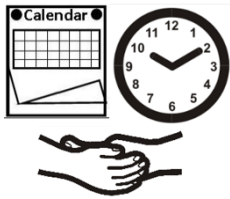
We do this so that the care homes know exactly what we want them to do.



Sometimes, we might need to stop people from moving into a care home, if:



- We need to look into something that is wrong.



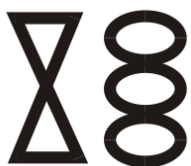
- We need to give a home time to make things better.



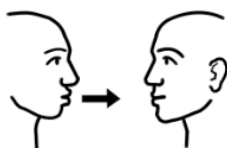
- We need to help a care home cope more easily if they have a problem.



Sometimes, a care home might ask us if we can stop people from moving in for a while.



This is called a suspension and means that we must find a different home for new people to move into.

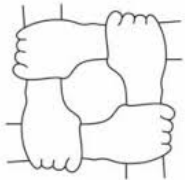


If there are big issues or worries about a care home, we will tell the residents and their families.

# Care Quality Commission



The Care Quality Commission (CQC) are the people who rate and inspect care homes.



We work closely with the CQC.



The CQC makes sure that care homes are looking after people properly and are obeying the law.



The CQC can give warning notices, restrictions and even remove a home's registration if they think a home is doing things wrong.



The CQC has a [website](#).



You can phone the CQC on 03000 61 61 61.



You can email the CQC at  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## Dementia Quality Mark



Improving care for people with dementia is very important.



We have been working with care homes and health partners to make dementia care better.



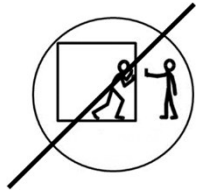
The Dementia Quality Mark (DQM) is given to care homes in Nottinghamshire that have a high standard of care for people with dementia. This means that the care they give is especially good.



To get the DQM, a home must meet standards in:



- Positive attitudes.



- Emotional and physical freedom.



- A dementia specific environment.



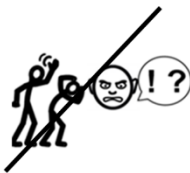
- Day-to-day routines and care giving.



- Meaningful activities and things to do.



- Thinking about which things make caring for someone more difficult.



- Keeping people safe from harm and abuse.



- Health and wellbeing.



Homes that have the DQM are given more money for caring for people who have:



- A formal diagnosis of dementia. This means a doctor has told you that you have dementia.



- Complex needs that mean someone needs more staff or staff with special skills and training to look after them.



- Behaviour that puts the person themselves or other people at risk.



If a home does not have the DQM, someone with dementia can still live there if the home can look after them properly.



If a home does not have the DQM they will not get extra money to care for someone with dementia.



## Care home checklist



There are lots of things you might want to think about when you are choosing a care home:



- Are the staff warm, friendly, polite and respectful?



- Do the people living in the home seem happy, active and sociable?



- Does the home feel homely and welcoming?



- Is the home clean, fresh and comfortable?

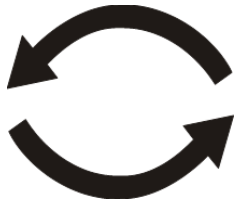
## Accommodation



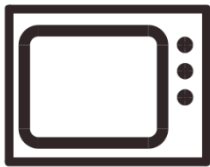
- Will you get your own bedroom, or will you share?



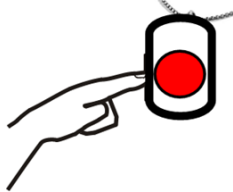
- Do you get to choose if you share a bedroom or not?



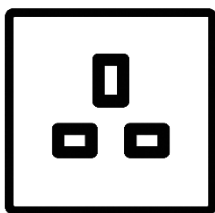
- Can you decorate and rearrange your room?



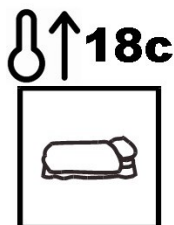
- Can you bring your own furniture and TV?



- Is there a call system for emergencies?



- Are there enough electric sockets in your room?



- Can you control the heating in your room?



- Can you lock your room and is there a safe place for valuables?



- Is there a separate dining room?



- Is there a bar?



- Are there toilets that are easy to get to?



- Are there both showers and baths?

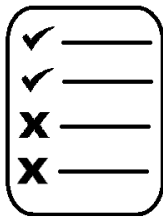


- Are bathrooms adapted to help people get in and out of the bath?

## Life in the home



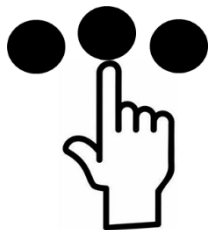
- Are there any rules or restrictions, for example when you are allowed to go out and when you must come back?



- Can you see a written copy of the rules?



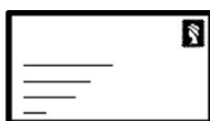
- Can you choose when to get up and when to go to bed every day?



- How are residents involved in decisions about life in the home?



- Is there a telephone where you can talk comfortably and privately?



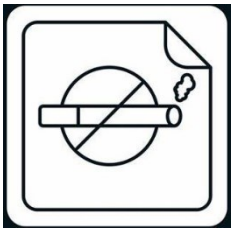
- Will somebody post a letter for you or is there a post box nearby?



- Is there enough privacy?



- Is alcohol served or allowed?



- Are there smoking and non-smoking areas?



- What arrangements are there for people to practice their religion?



- Can you look after your own money? If you can't, what happens with your money?



- Does a hairdresser or a chiropodist visit the home?



- Will someone come with you if you need to go to the doctor or the hospital?

## Money and contracts



- How much will it cost to live in the home?



- What do you have to pay for and does the money you pay cover all the services?



- When will the money you pay change, for example will it change every year, or will it change if your needs change?



- Can you keep your own room private for just you, if you are away?



- Can you have a short-stay or a trial period?

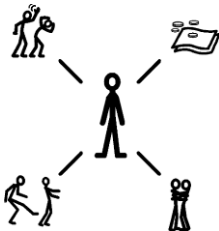


- Will you be given the terms written down (a statement of terms) when you move in?



- Are all procedures made clear? For instance, is it clear how to make a complaint?

## Reporting a worry or problem



Unfortunately, sometimes bad quality care does happen.



If you are worried about the care in a home, you can report this to the council by phoning 0300 500 80 80.



You can also report problems and worries directly to the Care Quality Commission by phoning 03000 61 61 61.

## Healthwatch



Healthwatch is an independent organisation that was created to find out what people think about the health and social care services they get.



You can visit the Healthwatch [website](#).



You can phone Healthwatch on 0115 9635179.



You can email Healthwatch on [info@healthwatchnottinghamshire.co.uk](mailto:info@healthwatchnottinghamshire.co.uk)



## Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:

**Web:** [Use our online contact form](#)



**Telephone:** 0300 500 80 80



**Text Relay:** 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



**Sign Video**

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

## **Links in this document**

### **Quality in Care Homes**

[nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/quality-care-homes](http://nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/quality-care-homes)

### **Notts Help Yourself**

[nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page](http://nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page)

### **Care Choices Nottinghamshire Care Services Directory**

[carechoices.co.uk/publication/nottinghamshire-care-services-directory/](http://carechoices.co.uk/publication/nottinghamshire-care-services-directory/)

### **CQC website**

[cqc.org.uk/](http://cqc.org.uk/)

### **Healthwatch website**

[hwnn.co.uk/](http://hwnn.co.uk/)

## **Nottinghamshire County Council – contact us form**

[nottinghamshire.gov.uk/contactform](https://nottinghamshire.gov.uk/contactform)

## **Relay UK app**

[www.relayuk.bt.com/how-to-use-relay-uk/download-app.html](https://www.relayuk.bt.com/how-to-use-relay-uk/download-app.html)

## **SignVideo app**

[signvideo.co.uk/download](https://signvideo.co.uk/download)

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For the original web page version of this information, go to:

[Quality in care homes | Nottinghamshire County Council](https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/quality-care-homes)  
([nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/quality-care-homes](https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/quality-care-homes))

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