

APPENDIX 1

**Enter & View Guidelines & Assessment Checklist
for DCC Care Homes**

Name of Home:

Date of Enter & View Visit:

Names of AR:

KEY: R = resident; V = Visitor/relative; S = staff (where relevant, record numbers spoken to regarding the “Domain” assessed)

Report Domain 10.1 Location, external appearance, ease of access, signage, parking	Evidence/Notes Consider most aspects as if you were a relative/friend visiting a resident.				R	V	S	
1. Is the home relatively easy to find (clearly signed)? 2. Is there a general sense of the building(s) being well cared for? 3. Does the home appear to be located in a safe and looked after neighbourhood? 4. Are there community facilities nearby e.g shops, transport links, places of worship, pub 5. Does the home appear to be in a quiet or noisy location? 6. Would visitors who have disabilities/impairments encounter any access difficulties?								
Report Domain 10.2 Initial impressions	Evidence/Notes Consider this aspect as if you are a relative/visitor on first entering the home.				R	V	S	
1. Did you feel you were in a welcoming environment 2. Did the entrance area look clean and smell fresh? 3. Is there well displayed and relevant information available for visitors? 4. Were you met and welcomed by a staff member? 5. Was there somewhere to sit and rest in the entrance area?	<p align="center"><u>NB: note display and date of current COC Rating Certificate</u></p>							
	Displayed	Y	N	Date				

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Report Domain 10.3 Facilities for & involvement with family/friends	Evidence/Notes If relatives are available during the visit, please use the "Family/Friends" questionnaire for this section OR alternatively the information may be obtained from staff members.	R	V	S
<ol style="list-style-type: none"> 1. Are visiting times totally flexible? 2. How are families kept involved & consulted about the care of their loved ones? 3. Are there adequate facilities for visitors to meet their loved ones in private? 4. Are refreshments available to relatives and/or can they take meals together with their loved ones? 5. Can residents be easily contacted by telephone? 6. Can visitors stay overnight? 				
Report Domain 10.4 MAIN THEME: Internal physical environment				
10.4.1 Décor, lighting, heating, furnishing & floor coverings	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. What general impression do you have of the condition/appearance/decorative features throughout the home? 2. Are room dimensions and shape suited to their use? 3. Does lighting appear adequate? (consider residents with visual difficulties). 4. Are floor coverings in good order and safe, i.e. no trip hazards and non-slip where appropriate? 5. Is furnishing clean/hygienic and in good condition; suited to each room and providing a homely appearance? 6. Are tables suitable for wheelchair dependent residents to sit at comfortably? 				

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10.4.2 Freshness, Cleanliness/ Hygiene & Cross infection Measures	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. What general impressions do you get concerning the overall freshness and cleanliness of the home? 2. Did you notice any uncleaned stains/residues on furnishings or floors? 3. Did the ventilation appear adequate without residents appearing uncomfortable? 4. Were communal toilet/bathroom areas maintained well? 5. Were waste/soiled/sanitary bins maintained appropriately? 6. Were there adequate hand hygiene dispensers suitably located and used regularly? 7. Was assistance with hand hygiene eg after toileting or before eating, provided to residents who required it? 				
10.4.3 Suitability of design to meet needs of residents	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Is it easy for residents to enter and/or leave and move freely between rooms/floors? 2. Are there clear signs/symbols/pictures at key points to help residents navigate easily around the premises? 3. Does the décor design clearly distinguish different areas of the home for residents with visual or confusional challenges? 4. Are toilets readily accessible near to communal areas? 5. Are corridors and toilets wide enough for walking frames/wheelchairs and have suitably adapted facilities? 6. Are wall fittings, e.g. light switches, door handles at suitable heights and designed for those with dexterity problems? 7. Are communal areas designed to optimise social activity and interaction? 8. Do residents appear physically and socially comfortable within the communal areas? 				

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Report Domain 10.5		MAIN THEME: Staff Support Skills & Interaction		
10.5.1 Staff Appearance/ Presentation	Evidence/Notes	R	V	S
1. Generally do the staff present themselves with pride and professionalism? 2. Do staff maintain a polite, warm, friendly & appropriately cheerful disposition?				
10.5.2 Affording dignity and respect	Evidence/Notes Observe staff interacting and engaging with residents	R	V	S
1. Do staff address residents courteously and in a way the residents prefer? 2. Do staff, when communicating, use appropriate language and tone which is respectful? 3. Do staff routinely seek consent during their care interactions? 4. Do staff enable the privacy of communications with residents to be maintained during interactions 5. Are there both male and female staff available to undertake personal care according to the wishes of the resident? 6. Do staff appear discrete and tactful when helping residents to attend the toilet/bathroom? 7. Do staff appear gentle and concerned with the residents comfort & confidence when undertaking any moving and handling?				
10.5.3 Calm, empathic approach to care giving	Evidence/Notes	R	V	S
1. Do staff, during their interactions with residents, appear to: <ul style="list-style-type: none"> a) Be patient and gentle? b) Adopt a calm voice/demeanour? c) Give good eye contact? d) Listen carefully and take time? e) Use touch to 'connect' and reassure? 				

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10.5.4 Attentiveness and pace of care giving	Evidence/Notes	R	V	S
<p>Do staff, during their interactions with residents, appear to:</p> <ul style="list-style-type: none"> a) Take their cue from the resident in meeting needs? b) Pre-empt situations and avoid distress/harm? c) Adapt support giving according to the preferred pace of the resident? d) Pay attention and understand the resident's preferences? e) Encourage without unduly pressurising? 				
10.5.5 Effective Communications - alternative/augmentative systems and accessible information	Evidence/Notes	R	V	S
<ul style="list-style-type: none"> 1. Is there clear signage (words and pictorial images) placed on doors to denote the function of the room beyond? 2. Is all relevant information for residents presented in a suitable format, e.g. large print, braille, pictures/symbols, alternative languages (where appropriate)? 3. Do residents who find communication difficult have aids to assist them eg sign/symbol systems, communication boards, objects of reference, computer/ technological aids? 				
Report Domain 10.6		MAIN THEME: Resident's Physical Welfare		
10.6.1 Appearance, Dress & Hygiene	Evidence/Notes	R	V	S
<ul style="list-style-type: none"> 1. General overall impressions of how residents present themselves. 2. Appropriateness of dress but also with individuality/personal choice evident. 3. Are both showers and baths available for residents to use? 	<p>NB: Specific details of individuals for part of this section can also be assessed through the 'Resident Questionnaire'</p>			

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10.6.2 Nutrition/Mealtimes & Hydration	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Does the layout and atmosphere of the room(s) help create a pleasurable, social dining experience? 2. Are meal times flexible and able to be taken by residents in their rooms? 3. Do residents choose where and with whom they might wish to sit? 4. Are tables laid with serviettes/condiments etc? 5. Are there a range of suitable menu options to meet all needs and preferences? 6. Does the food look well presented, appetising and served at an appropriate temperature? 7. Are portion sizes appropriate to the individual needs? 8. Are individuals encouraged to eat/drink with assistance readily available and sensitively provided for residents who need support with eating and/or drinking? 9. Is food maintained at an appropriate temperature for residents who take more time to eat their meals? 10. Do residents appear to be enjoying their food/mealtime experience? 11. Are there facilities for residents and/or relatives to make drinks/snacks throughout the day? 12. Are drinks of choice offered frequently throughout the day? 				
10.6.3 Support with general & specialist health needs	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Are GP health checks conducted regularly? 2. Do residents who need it, have regular access to eg physiotherapy, occupational therapy and dieticians/ 				

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nutritionists and incontinence advisers? 3. Is medical and nursing support/ advice readily available for residents with specific health care needs and/or during acute periods of ill-health?				
10.6.4 Balance of activity & rest	Evidence/Notes (refer to section 10.7.4 for more details)	R	V	S
1. Does the resident's day/week have a variety and balance between available stimulating leisure/therapeutic activities and opportunities to rest?				
10.6.5 Ensuring comfort	Evidence/Notes	R	V	S
1. Does the home maintain a calm but stimulating environment? 2. Are there alternative communal spaces designed for noisier and quieter activities? 3. Is the main lighting adjustable (dimmer switches) and/or are there a variety of other sources available such as table/floor lamps etc? 4. Are there sufficient comfortable armchairs with adequate support cushions & foot rests where needed?				
10.6.6 Maximising mobility and sensory capacities	Evidence/Notes			
1. Are there adequate adaptations and equipment available to support people with mobility difficulties? 2. Is walking and mobility exercise routinely encouraged? 3. For residents who use them, are spectacle lenses clean and hearing aids in good order? 4. Are sight, hearing and chiropody needs assessed regularly? 5. Are hearing loop systems available to those who have hearing impairments?				
Report Domain 10.7	MAIN THEME: Resident's social, emotional & cultural welfare			
10.7.1 Personalisation & personal possessions	Evidence/Notes	R	V	S
	NB: Specific details of individuals for this section can also be assessed through the 'Resident Questionnaire'			

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<ol style="list-style-type: none"> 1. Are residents able to pursue their own hobbies/interests? 2. Are residents able to keep pets? 3. Are personal relationships amongst residents nurtured? 				
10.7.2 Choice, control & identity	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Are residents encouraged to manage their own money? 2. Are residents encouraged to do as much for themselves as possible? 3. Can residents, who are not at risk, go out whenever they choose? 4. Do all residents have keys to their own bedrooms? 5. Do residents have their own possessions/furnishings for their bedrooms? 6. Are there double bedrooms available to those residents who are in a consensual relationship? 7. Are there suitable facilities for residents who wish to smoke? 8. Are alcoholic beverages available to residents? 9. Can residents contribute/ independently undertake eg cooking their own meals, doing their own washing and ironing? 10. Do residents go out regularly to participate in community activities/events? 				
10.7.3 Feeling safe and able to raise concerns/complaints	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Does the home enable residents to have their own regular meetings? 2. Are any meetings held facilitated by an independent volunteer/advocate? 3. Is it clear to residents how they can raise concerns/complaints? 4. Do residents appear to speak freely and openly to staff? 5. Do residents feel physically secure within the care home? 				

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10.7.4 Structured and unstructured activities/stimulation	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Are residents keen to engage in activities offered? 2. Are activity programmes arranged by a trained co-ordinator/volunteer? 3. Are there a range of more specialist therapeutic activities to help maintain physical and mental health? 4. Is there a lively atmosphere engendered during activities? 5. Are residents encouraged to participate without feeling coerced? 6. Are their sufficient choices of activities which might be engaged in solitarily, in pairs or small groups, e.g. reading books/newspapers; card/board games; discussion/educational groups? 7. Are activities programmed both within and outside the home, i.e. community locations as well as outdoor activities? 8. Are there internet facilities in the communal areas? 				
10.7.5 Cultural, religious/spiritual needs	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Does the home adequately support the personal cultural and religious preferences of residents? 				
10.7.6 Gardens - maintenance & design/suitability for use/enjoyment	Evidence/Notes	R	V	S
<ol style="list-style-type: none"> 1. Are the grounds gardens attractive and relaxing? 2. Are all areas safe and accessible to all residents? 3. Are there suitable seating areas? 4. Do residents contribute to the gardening and/or have areas where they can grow plants of their choice? 				

ADDITIONAL NOTES

A large empty rectangular box with a black border, intended for additional notes.