

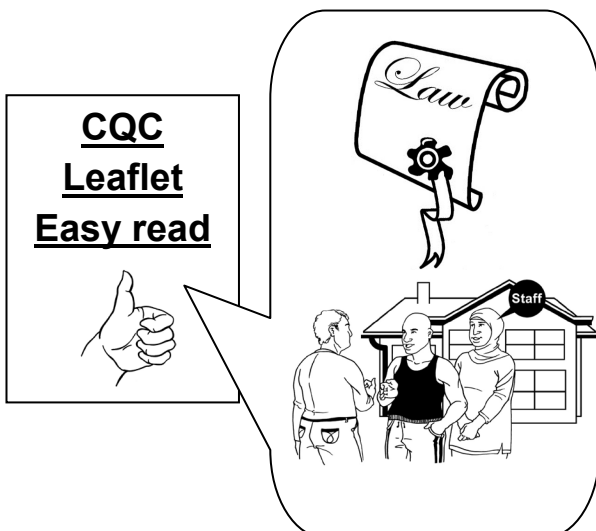
Visiting someone in a care home

Easy read (November 2016)



This is an easy read version of our information on visiting someone in a care home.

It is written by the Care Quality Commission (CQC). We check services like care homes, hospitals and doctors' surgeries to make sure they are giving good health and social care to people.



This leaflet tells you what you should expect when you visit someone in a care home.

Care homes are people's homes



Moving into a care home is likely to be a big change for someone in your family, or your friend, so it's important for them to see someone they know.

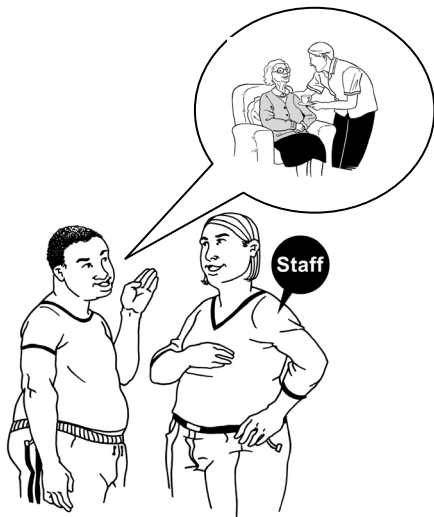
To help them feel at home, they should be able to welcome you in the same way they did before they started living there.

Care homes should make visiting easy



The staff should make it easy for you to visit your family or friend, and give you as much privacy as they can.

Visiting someone can help improve their care



Visiting someone lets you:

- find out how they are and see how well they are being looked after
- ask the staff who are caring for them about their health and happiness and answer any of their questions
- tell the staff what they like, don't like, or need, so they can make changes if needed.

Being honest and open with staff is best for your loved one



The staff and managers in a good care home should want to talk to you about the care of someone in your family, or your friend. But they also have to look after other people and staff.



When you visit, you may do something, without knowing it, that's not good for the person you're visiting or other people. This could be something like helping them stand when they need special help.



In these sorts of cases, staff and managers should give you advice in a friendly way so that you know what to do. This will stop any serious problems happening in the future.

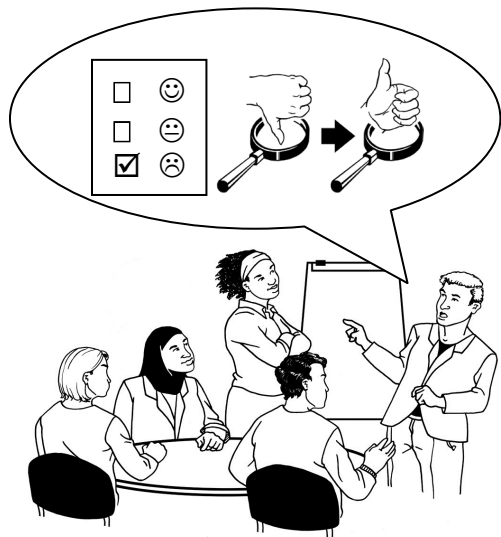
Staff should ask you for your views and the views of the person you're visiting



Staff and managers should want to learn from what people tell them – whether it's good or a complaint.



If you see or hear anything that you are worried about during your visit, you should talk to a member of staff at the care home.

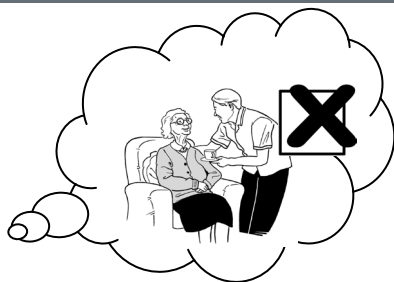


All care homes must have ways to deal with complaints from people who live in care homes and their families and friends. They must look into them and make improvements if needed.



We check how well a care home listens to people's complaints and if it learns from them.

Complaining should not cause problems



You might worry that complaining will make it harder to visit someone in a care home. Or that it might change how they are looked after for the worse, or even that they are asked to move to a different home.

None of these things should happen.



Care homes must follow rules that stop people who complain being treated differently.



We check that people feel comfortable sharing complaints and we take action when we find homes are not following the rules.

You can find help if you don't think your complaint has been resolved



If you make a complaint but you're not happy with the care home's response, there are other organisations that can help you. See our website for more information at: www.cqc.org.uk/content/complain-about-service-or-provider

Getting in touch with us can help to stop poor care happening



We can't make complaints for you because we're not given the powers to by law.

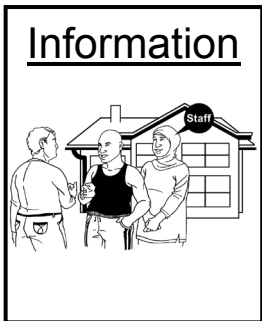
The only people we can look into complaints for are those who are kept in hospital under the law called the Mental Health Act.



Even though we can't investigate your complaint, we really want to know about it and any other views you have. Your information will help us to keep others from going through the same experience. You can do this through our website:

www.cqc.org.uk/share-your-experience-finder

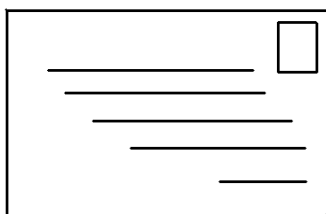
Find out more...



For more information about visiting someone in a care home, including the rules care homes must follow, see the page on our website:

www.cqc.org.uk/visitingcarehomes

How to contact the CQC



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email: enquiries@cqc.org.uk

Website: <http://www.cqc.org.uk>

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