

CARE HOME MANAGEMENT

You want a no-nonsense matron-type – whatever they look like.

Are they weird? If he/she is over casual, too laid back or strangely dressed, they could lack authority or have too much?

Staff management is key to this job. Do they seem up to keeping a large group of staff motivated? Will they be able to cope?

Ask yourself: would you feel confident leaving a child or a dog with this person? If not, why would you leave a vulnerable older person with them?

Request a copy of the latest relatives' meeting minutes. If they do not have a relatives' meeting or no minutes, why not? If no one turned up, why not? Some care homes hold relatives' meetings at deliberately awkward times in order to evade difficult questions from adult children.