

CATCH THEM OUT

Visit at least three times – including at meal times, in the mornings and in the evening.

What are the staff doing when you visit? Are they engaging with the residents, rushed off their feet or chatting in the nurses' station?

Is everyone in bed at 6.30pm or still waiting to get up at 11am?

Are residents sitting in a room, staring at the walls for extended periods?

Are bells ringing all the time – an indication that staff are not able to answer calls for help.