

SCRATCH AND SNIFF

If it smells bad, it is bad. Turn around and walk away.

Google the home. Look at any news stories and reviews.

Speak to current or, better still, past relatives. Genuine recommendations are great but, be aware, some relatives are in denial, trying to convince themselves that the home is ok – despite their misgivings.

Never rely on one informant. And never rely on one visit to the home.

Don't be taken in by glossy brochures - what is the reality?