



What happens next?

Choosing a care home is a personal decision. Whether you are ready to move or still exploring, we are here to answer questions and help you understand the next steps.

01 **Let's talk about what matters to you**

Speak with the manager about the care you need, your preferred timing and the routines and interests that matter to you. You can involve family, a friend or someone who supports you.

02 **We'll arrange a care assessment**

We'll discuss your health, medication, mobility and day-to-day support to understand whether the home can meet your needs. With appropriate consent, we may also ask relevant professionals for information.

03 **We'll explain fees and arrangements**

If we can meet your needs and a suitable room is available, we'll set out the proposed room, care, fees, what is included and any additional charges in writing. We'll explain funding arrangements, fee reviews and notice terms before you decide.

04 **Take the time you need**

Ask further questions or arrange another visit, perhaps with someone close to you. If you have an urgent timescale, tell the manager so we can explain what may be possible.

05 **We'll plan your move together**

Once arrangements are agreed, we'll plan your arrival, explain what to bring and coordinate care and medication information. Share your usual routine and bring familiar belongings to help your room feel like home.

06 **We'll keep listening as you settle in**

We'll get to know you and review how your support is working. We'll agree how to keep in touch with the people important to you, respecting your wishes and privacy.

Your next step can simply be a conversation.

YOUR CONTACT AT THE HOME

Home: _____ Contact: _____

Telephone: _____ Email: _____