

# Advice for people worried about a person with dementia in a care home

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There are many things you can do to check your loved one is receiving good care. Working with the care home is the best place to start. You can also make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for the person you care.

Ask to be involved in decisions as much as possible. If a person is thinking about putting a loved one into care it's important to reassure them that many homes do provide good care. If you have specific concerns:



- Ask to talk to the manager of the home about your concerns
- Ask about your home's formal complaints procedure if your concerns are not being addressed. All homes have one.
- The [Local Government Ombudsman](#) is an independent organisation that investigates complaints about councils and care providers and looks for a resolution.
- People in Wales should contact the [Care Standards Inspectorate for Wales](#)
- Contact local social services if you feel your relative is not being cared for properly or if they have been hurt or abused. Social services have a legal duty of care to people who are vulnerable.

- Contact your [local Alzheimer's Society](#)

Alzheimer's Society National Dementia Helpline

England, Wales and Northern Ireland: 0300 222 11 22

9.00am-5.00pm Monday-Friday

10.00am-4.00pm Saturday-Sunday

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