

Choosing a Dementia Day Club

Questions Every Family Can Ask

A practical checklist to help you find somewhere Mum or Dad can feel comfortable, supported and welcome.



Ask the questions. Picture the day.

Staffing • Personal care • Activities • Trial visits

Take this guide to a phone call or visit. Note the answers, compare your options and focus on what matters to your family.



Your Care

The people and the setting

1. Who will be supporting Mum or Dad?

- ☐ What dementia training does the team have?
- ☐ How many staff will be there, and how many guests will they support?
- ☐ Will we see familiar members of the team regularly?
- ☐ How do you get to know someone's interests, preferences and support needs?

Listen for: An explanation of how the team supports people day to day, including someone who feels unsure, becomes upset or needs extra reassurance.

At Your Care: Our Day Club has a dementia-trained team and consistent faces. Getting to know the person helps us offer support that feels familiar.

Your notes

2. How many people attend?

- ☐ What is the maximum number of guests?
- ☐ How busy or noisy does the room become?
- ☐ Can someone spend time away from a group activity if they prefer?

Think about: Whether Mum or Dad enjoys a lively atmosphere or feels more comfortable with fewer people around. Ask to see the space while the club is running.

At Your Care: We welcome a maximum of **10 guests each day**, helping our team get to know everyone and offer individual attention.

Your notes



Care and daily routines

3. What help is available with personal care?

- ☐ Can you help with using the toilet and continence needs?
- ☐ Can you support someone who needs help with eating or drinking?
- ☐ How do you recognise when someone needs help but may not ask?
- ☐ Are there support needs you cannot accommodate?

Listen for: Clear, respectful answers about what is included, how privacy is maintained and how the club checks it can meet someone's needs.

At Your Care: We provide support with toileting, continence, eating and drinking. We'll discuss Mum or Dad's individual needs with you before they attend.

Your notes

4. What does a typical day look like?

- ☐ What time does the day start and finish?
- ☐ Is there a familiar routine?
- ☐ Can the day adapt if someone is tired or feeling unsettled?
- ☐ What happens if someone wants to go home?

Think about: Whether the routine suits Mum or Dad, as well as how the timings fit around your family's week.

At Your Care: Our Hanham Day Club runs **Monday to Friday, 10:30am-4:30pm**, offering six hours of company, activities and support.

Your notes



Activities and staying in touch

5. Will the activities suit them?

- ☐ What activities have guests enjoyed recently?
- ☐ How do you include someone's hobbies and interests?
- ☐ Can activities be adapted to different abilities?
- ☐ Can someone watch, chat or listen without joining in?

Listen for: Real examples and choices. Someone who dislikes crafts might love music, conversation or a quiz. Taking part can look different for each person.

At Your Care: Activities include music, quizzes, games, arts and crafts, chair yoga and keep-fit, alongside food and conversation.

Your notes

6. How will you keep us informed?

- ☐ Who should we contact with questions or updates?
- ☐ How will we hear about their day?
- ☐ Will you tell us about changes in mood, appetite, drinking or toileting?
- ☐ What happens if someone becomes unwell or there is a concern?

Listen for: A clear explanation of who communicates with families, when they get in touch and how urgent concerns are handled.

Ask Your Care: Tell us what updates would help you feel informed. We can discuss how we'll stay in touch and share information about Mum or Dad's needs.

Your notes



First visits and practical details

7. Can we visit before deciding?

- ☐ Can we come together to meet the team?
- ☐ Can we see an activity taking place?
- ☐ Is a trial day available, and what does it cost?
- ☐ How do you support someone who is unsure about attending?

Think about: A first visit is a chance to meet people, see the surroundings and ask questions. You don't have to decide everything that day.

At Your Care: You can **book in to enjoy an activity and a cuppa** with us. It's an opportunity to meet the team and see the Day Club together.

Your notes

8. What practical details do we need to know?

- ☐ What is the full daily cost?
- ☐ Are lunch, drinks and personal care included or charged separately?
- ☐ Is transport available, or do families arrange it?
- ☐ What should we bring?
- ☐ What are the booking and cancellation arrangements?

Ask for: A clear breakdown of costs and arrangements before booking.

Your notes



Does it feel right for your family?

Choosing a day club can bring up plenty of questions. Will Mum enjoy it? Will someone notice if Dad needs help? What happens if they don't want to join in?

You don't need to know everything before making an enquiry. Asking questions can help you picture what a day would actually look like and whether the support feels right for your family.

After your visit

- ☐ Did the team speak directly to Mum or Dad and include them?
- ☐ Did people appear comfortable and supported?
- ☐ Were our questions welcomed and answered clearly?
- ☐ Could we picture Mum or Dad spending time here?

The three things that matter most to our family:

1. _____
2. _____
3. _____

Come and meet us

Book in to enjoy an activity and a cuppa at Your Care's Dementia Day Club. Meet the team, see what's happening and talk through the support your family is looking for.

Call 0117 947 7422 or message us to arrange a visit.

111 High Street, Hanham, Bristol, BS15 3QG

Thoughtful care from our family to yours.

