Questions to ask a care home about hearing care

Take this card on your visit. Tick each question when you have asked it, and note the answer.

- [ ] Who checks and cleans residents' hearing aids each morning?
- [ ] How do you find out about a new resident's hearing?
- [ ] What happens if a hearing aid stops working or goes missing?
- [ ] Do you keep spare hearing aid batteries, and who orders more?
- [ ] How do you help residents get hearing tests and repairs?
- [ ] How are your staff trained in hearing care?
- [ ] Does someone in the home lead on hearing care?
- [ ] How do staff talk with residents who find it hard to hear?
- [ ] Is there a quiet place for visits and conversations?
- [ ] How do you look after ear health and earwax?
- [ ] How will you keep us informed about my relative's hearing?
- [ ] Do you have TV subtitles, a hearing loop or other listening help?

Care home and date of visit

Notes

General information only. Always follow your care home's policies, the manufacturer's instructions and the resident's care plan. In an emergency call 999. Version: November 2026.