



Next Steps

From first enquiry to feeling at home

Choosing a care home is an important decision. This guide explains the clear, supportive journey we follow to help you explore, visit, decide and settle in with confidence.



Before you visit, we help you understand whether the home feels right and whether your needs can be safely and compassionately supported.

Start by looking through the website, reading about the homes, and noting any questions you would like to ask the manager.

1

Research the homes

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Explore the website, look through photos, read about the care provided, and consider which Bliss Care home may best suit your needs.

2

Call the home

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Contact the home directly and speak with the manager or senior team. We will listen carefully and answer your initial questions.

3

Discuss care needs

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Tell us about the person's care, routines, preferences and any concerns. We will explain whether the home may be suitable.

4

Book a viewing

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If it feels right to continue, the manager or team will arrange a suitable time for you to visit and view the home.



A viewing is your opportunity to experience the home for yourself, meet the people who will support you, and ask practical questions before making a decision.

We will show you around the home, explain the support available, and provide the necessary details so you can make a confident, informed choice.

5

Come and see the home



Visit the home with family or representatives. We will welcome you and make time to understand what matters most.

6

Meet the team



The manager or team will guide you through the home, explain daily life, activities, rooms, meals and support arrangements.

7

Reflect at home



After the visit, take time to reflect on what you have seen and researched. You can contact us again with any further questions.

8

Let us know your decision



When you are ready, let the team know. If you wish to proceed, we will discuss availability and the next practical steps.



Reserve, Arrive & Settle

Once you decide to move forward, our team will guide you through the paperwork, fees and arrival day arrangements so the move feels organised and reassuring.

9

Book your place

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We will reserve your place and confirm the agreed arrangements, including any final information needed before admission.

10

Sign and pay fees

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You will complete the contract and pay the agreed fees. The team will explain what is required and answer any questions.

11

Arrival day

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On the day of arrival, our team will welcome you, guide you through everything, and help you settle comfortably into the home.

12

Stay with us

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You are now part of the home. We will continue getting to know you and supporting your care, wellbeing and daily life.

Our promise: you will not go through the process alone. From first call to arrival day, our manager and team will support you with clear information, kindness and reassurance.

