

Things to consider when viewing a home

If you, your family members or friends are able to visit some homes, it's a good idea to write down your impressions of each home, together with the home's name and contact details. You may like to use this checklist to help you assess the suitability of the home for you.

Standards

Standards have been set by the Aged Care Standards and Accreditation Agency to ensure the aged care home meets all the requirements to provide quality aged care.

- Is the home accredited by the Aged Care Standards and Accreditation Agency?
- Are you happy about the home's standards?

Location and access

- Is the location convenient for you, your family and friends?
- Does the building have easy access for people who have difficulty walking or climbing stairs?
- Does the home provide the services that are important to you?

Accommodation, meals and routines

- Is there provision for married couples?
- What arrangements are there to ensure privacy for residents?
- Is the daily routine flexible or fixed? For example, cleaning of bedrooms.
- What are the meal arrangements – seating, times, menus, meals for visitors, meals in your room, special diets?
- Can you have a snack between meals?
- Can you have your own private telephone?
- What furnishings and personal items can you bring and what is supplied?

Social and cultural

- What social activities are there, and is the home sensitive to your cultural or religious needs?
- Can family and friends visit without restriction?
- How are social and cultural activities decided? Do residents have a say?
- Are there employees who speak your language? If not, do they offer translation services?

Care and health

- What training and qualifications do the care employees have - are there Registered Nurses, Enrolled Nurses, trained carers?
- Does the home offer nursing coverage 7 days a week, 24 hours a day?
- Will the home meet your own health or diet needs or preferences?
- What type of care or services cannot be provided? How would you be advised of this?
- If your care needs change, will you be able to stay on, or would you need to move to another home?
- Will you be able to continue to see your own doctor?
- What other health professionals visit the home regularly?
- How can family or friends be involved in care?

Overall appearance

- What was the attitude of employees assisting you?
- Were you able to look all around the home, look inside some rooms and see all the amenities?
- Was the home fresh, clean and in good repair?
- Is there easy access to well-maintained outdoor areas?
- How would you rate the home you visited on a scale of 1 to 10?