

CareAbout Aged Care Homes Checklist

CareAbout has created this checklist to guide you through your tours of Aged Care Homes and rate the things that matter to your loved one. We value your feedback and experience, don't forget to tell us how you've gone.

Standard and accessibility of care



- | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Will your own GP visit? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. How does management respond to the changing care needs of each resident? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Is allied health readily accessible? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. What is the frequency of the physiotherapy program? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. How many registered nurses are rostered on at any one time? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. How flexible is the type and delivery of care? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Engagement

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Do the residents appear to be engaged and content? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Is resident and family input actively sought in shaping activities? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. How frequently are activities run? Ask for the activity calendar. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Are the activities varied throughout the week? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Are there activities on the weekend? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Does the Home have a volunteer program in place? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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Communication



1. Is there a clear and accessible complaints process?
2. Is there a staff member who can speak your language?
3. Are policies in plain language and easily accessible? Do you know what will happen if something goes wrong?
4. How well and often does the Home communicate with residents and their families? Ask to see a newsletter.
5. What happens if your loved one is taken to hospital? How will you be notified and is this at all hours?

Staff

1. How friendly do the staff appear towards residents and visitors?
2. How well do staff appear to know the residents?
3. How many staff are available to assist the residents at meal times, showering, getting ready for bed?
4. How many staff are rostered on overnight?
5. Do staff have time to simply be with residents?
6. How long do staff members stay with this Aged Care Home?

Quality and variety of the food

1. Are there choices in both the food and beverages available? Ask to see a menu.
2. Are residents' preferences, cultural and dietary requirements considered?
3. Do the meals appear appetising and made of fresh and seasonal ingredients?
4. Can the residents choose where they eat their meals?