



VMCH

Now I've compared, I'm making an informed decision.

Moving into aged care means finding your new home, so it's important to dot your i's and cross your t's. To help you make the best decision for you, we've made a review checklist. Take a few moments when it's fresh in your mind to rate the things you loved and consider what didn't work for you.

After all your tours, compare your reviews to help you make the right choice.

First Impressions

- What was the atmosphere like when you first entered?
- Were the residents engaged and happy?
- How friendly did the staff appear?
- How do the staff interact with the residents?

1	2	3	4	5

Engagement

- Are there a variety of activities each week?
- Are activities personalised to the residents?
- How frequently do activities run?
- Are there activities on the weekend?
- What is the volunteer program like?
- Are families encouraged to visit?
- What facilities are available when friends and families visit?

1	2	3	4	5

Care

- How flexible is the care?
- Are residents and families consulted on the care plan?
- What happens if your care needs change?
- Can your GP visit you?
- What allied health services are available?
- How many registered nurses are rostered on at any one time?



Communication

- What is the complaints procedure?
- Are the policies easy to understand and accessible?
- How regularly do they communicate with residents and their families?
- Is there a staff member who can speak your language?
- What happens when something goes wrong?



Staff

- How many staff are rostered on at any one time?
- Do staff have time to simply be with residents?
- What is the proportion of long-term staff?
- How long has the manager been working at the residence?



Food

- Do they offer food and beverage choices?
- Are resident's preferences, cultural and dietary requirements considered?
- Do the meals look and smell appetising?
- Are the meals made with fresh and seasonal ingredients?
- Is a dietician involved in creating the menu?
- Can the residents choose where they eat their meals?
- Can the residents serve themselves?


