

Aged care home checklist

Name of aged care home: _____

Address: _____

Phone number: _____

Date of visit: _____

Basic information	Yes	No	Notes
Does the aged care home have a bed available?			
Are examples of an Accommodation Agreement, a Service Agreement and Higher Everyday Living Agreements available for review?			
Are there resident policies I must follow? Will I get a written copy of these policies?			
Is the aged care home located close enough for friends and family to visit?			
Does the aged care home offer specialised services, like a special care unit for a resident with dementia or ventilator care?			
What Higher Everyday Living services are offered and what do they cost?			

Safety and care	Yes	No	Notes
Have you checked the aged care home's quality ratings? See the Star Ratings on the detail page for this home at agedcarequickstart.com.au .			
Do the aged care home's performance reports from the Aged Care Quality and Safety Commission show quality of care problems or other citations (Non-Compliance Notices, Notices to Agree and Sanctions)?			

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Safety and care	Yes	No	Notes
Has the aged care home corrected all problems identified in its last Aged Care Quality and Safety Commission report?			
Is the aged care home taking action to improve quality or staffing as needed?			
Can residents still see their personal doctors? If needed, does the facility help arrange transportation for this purpose?			
Does the aged care home have an arrangement with a nearby hospital?			
Are care plan meetings held with residents and family members at times that are convenient and flexible whenever possible?			

Preventing abuse	Yes	No	Notes
Does the relationship between staff and residents appear to be warm, polite, and respectful?			
Does the aged care home check to make sure they don't hire staff members with a finding or history of abuse, neglect or mistreatment of aged care residents?			
Does the aged care home have policies and procedures on prohibiting and reporting abuse and neglect?			
Is the aged care home taking action to keep residents safe from abuse, neglect, mistreatment, or exploitation?			
Is there information about how to report concerns about the care and safety of residents?			
Is there information about how the facility responds to concerns that are reported?			

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Preventing abuse	Yes	No	Notes
Has the aged care home been cited for issues related to abuse in the last two years?			

Aged care home appearance	Yes	No	Notes
Are residents clean, well groomed, and appropriately dressed for the season or time of day?			
Is the aged care home free from overwhelming unpleasant odours?			
Does the aged care home appear clean and well kept?			
Is the temperature in the aged care home comfortable for residents?			
Does the aged care home have good lighting?			
Are the noise levels in the dining room and other common areas comfortable?			

Aged care home living spaces	Yes	No	Notes
Is the furniture sturdy, yet comfortable and attractive?			
Are there quiet areas where residents can visit with friends and family?			
Are all common areas, resident rooms, and doorways designed for wheelchairs?			
Are handrails and grab bars appropriately placed in the hallways and bathrooms?			
Are exits clearly marked?			
Is the aged care home fully provisioned with smoke detectors and sprinklers?			

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Menus and food	Yes	No	Notes
Do residents have a choice of food items at each meal? Do they serve foods you like?			
Can the aged care home provide for special dietary needs (like low-salt or no-sugar-added diets)?			
Are nutritious snacks available?			
Does the staff help residents eat and drink at mealtimes, if needed?			

Staff	Yes	No	Notes
Do staff knock on the door before entering a resident's room?			
Do staff refer to residents by name?			
Does the aged care home offer a training and continuing education program for all staff?			
Is there licensed nursing staff 24 hours a day, including a Registered Nurse present at least 16 hours per day, 7 days a week?			
Do Nursing Aides help plan the care of residents?			
How many nurses and nursing aides will be available to help me during the day, at night, and on weekends?			
Is there a person on staff assigned to meet my pension/Centrelink needs, and can I meet with him or her?			
Will staff call my doctor for me if I have a medical need?			
Has there been a turnover in administrative staff, like the administrator or director of nursing, in the past year?			

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Staff	Yes	No	Notes
Is my primary language spoken by staff? If not, is an interpreter available or another system in place to help me communicate my needs?			

Residents' rooms	Yes	No	Notes
Can residents have personal belongings and furniture in their rooms?			
Does each resident have storage space (closet and drawers) in their room?			
Does each resident have a window in their bedroom?			
Do residents have access to internet, a computer, a personal phone, and television?			
Do residents have a choice of roommates?			
Are there policies and procedures to protect residents' possessions, including lockable cabinets and closets?			

Activities	Yes	No	Notes
Can residents choose to take part in a variety of activities?			
Do residents help plan or choose the activities that are available?			
Does the aged care home have outdoor areas for resident use?			
Is staff available to help residents go outside?			
Do I get to choose what time to get up, go to sleep, or shower?			

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Activities	Yes	No	Notes
Can I have visitors at any time – even early or late hours?			
Would I be able to leave the facility for a few hours or days if I choose to do so? Are there procedures for leaving?			
Does the aged care home offer the religious or cultural support I need? If not, what type of arrangements will they provide to meet my needs.			

Caring for residents with dementia	Yes	No	Notes
Does the aged care home have specific policies and procedures related to the care of residents with dementia?			
If so, does the policy include the use of non-medication based approaches to care as a first attempt to respond to behavioural symptoms (which are often a means of communication) for residents living with dementia?			
What percentage of residents who have a diagnosis of dementia are currently being prescribed an antipsychotic medication?			
What's the aged care home's current rate of antipsychotic medication use?			
Does the aged care home participate in any efforts related to reducing antipsychotic medication use in aged care homes?			

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Go to a resident or family group meeting

While you're visiting the aged care home, we recommend that you ask if you can attend a resident or family group meeting. These groups are usually organised and managed by the residents or the residents' families to address concerns and improve the quality of care and life for the resident.

If you're able to go to a meeting, ask a group member these questions:

- What improvements were made to the quality of life for residents in the last year?
- What are the plans for future improvements?
- How has the aged care home responded to recommendations for improvement?
- Who does the group report to?
- How does membership in the group work?
- Who sets the agendas for meetings?
- How are decisions made (for example, by voting, consensus, or one person makes them)?

Visit again

It's a good idea to visit the aged care home a second time. It's best to visit an aged care home on a different day of the week and at a different time than your initial visit. Staffing can be different at different times of the day and on weekends.

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Document source: 'Nursing home checklist' at www.medicare.gov, with minor modifications for the Australian environment.