

Questions to ask Seniors' Living Providers

To ensure you are getting all of the right information, we have developed this document for you to use within your research. Answer each of these questions at every village or community you visit to give you a good comparison of each one, to help you make the best decision to suit your needs.

Community / Retirement Village / Nursing Home Provider

Option 1	Option 2	Option 3
Name	Name	Name
Suburb	Suburb	Suburb
Date & time visited	Date & time visited	Date & time visited

Welcoming and Inviting <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Were you greeted warmly by staff?	Y	N	Y	N	Y	N
Were staff attentive, interested and able to give information?	Y	N	Y	N	Y	N
Did the community look clean and feel homely? Did they care?	Y	N	Y	N	Y	N
Were residents spoken to respectfully?	Y	N	Y	N	Y	N
Was it warm and welcoming?	Y	N	Y	N	Y	N
Did it feel professional yet friendly?	Y	N	Y	N	Y	N
Did the home smell clean?	Y	N	Y	N	Y	N

Additional Comments:

Atmosphere <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Did each resident have privacy and personal space?	Y	N	Y	N	Y	N
Did people look happy and relaxed?	Y	N	Y	N	Y	N
Did the home have a warm homelike feel?	Y	N	Y	N	Y	N
Was the atmosphere relaxed?	Y	N	Y	N	Y	N
Were the noise levels comfortable?	Y	N	Y	N	Y	N

Additional Comments:

Engagement and Activity <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Were there any activities of interest?	Y	N	Y	N	Y	N
Could residents access these activities independently? If not, are there services to assist with the access to these activities?	Y	N	Y	N	Y	N
Did residents appear to be engaged in the community around them?	Y	N	Y	N	Y	N
Was it possible to be involved in the activities if you aren't independent?	Y	N	Y	N	Y	N
Did the residents appear to be enjoying themselves?	Y	N	Y	N	Y	N
Were the activities meaningful and aimed at social engagement?	Y	N	Y	N	Y	N

Additional Comments:

Interactions <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Were staff attentive to unhappy or distressed residents?	Y	N	Y	N	Y	N
Were staff encouraging and supportive while assisting residents?	Y	N	Y	N	Y	N
Did staff appear to make time to spend with residents?	Y	N	Y	N	Y	N
Can family stay overnight if required?	Y	N	Y	N	Y	N
Did staff speak respectfully to residents?	Y	N	Y	N	Y	N
Did the staff appear to have a genuine relationship with residents?	Y	N	Y	N	Y	N

Additional Comments:

Respect

Did each room / home look personal and homely?

Option 1

Option 2

Option 3

Is there a restriction on personal items or furniture residents can have in their room / home?

Option 1

Option 2

Option 3

Did staff knock before entering a resident's room?

Option 1

Option 2

Option 3

Does the community have the capacity to meet special needs, religion, culture or language requirements?

Option 1

Option 2

Option 3

What furnishings are provided?

Option 1

Option 2

Option 3

Additional Comments

Getting Around <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Was it easy to find your way around the building?	Y	N	Y	N	Y	N
Was it easy for the residents to get around to all areas even if they have mobility issues?	Y	N	Y	N	Y	N
Was clear signage visible?	Y	N	Y	N	Y	N
Was there good lighting?	Y	N	Y	N	Y	N
Were there pleasant spaces to sit inside and outside and are these available to all residents?	Y	N	Y	N	Y	N
Can residents have a private telephone?	Y	N	Y	N	Y	N
Can residents have WIFI or pay TV in their room?	Y	N	Y	N	Y	N

Additional Comments:

The Community <i>(please tick yes or no)</i>	Opt 1		Opt 2		Opt 3	
Were there many visitors around?	Y	N	Y	N	Y	N
Can visitors come and go easily?	Y	N	Y	N	Y	N
Are they able to stay overnight?	Y	N	Y	N	Y	N
Were there many volunteers involved in the community eg. Support groups and volunteer programmes?	Y	N	Y	N	Y	N
Do they organise community events?	Y	N	Y	N	Y	N
Is there a sense of community and belonging?	Y	N	Y	N	Y	N
Are the community events advertised?	Y	N	Y	N	Y	N
Are community events easily accessible to everyone?	Y	N	Y	N	Y	N
Do they host events and is everyone able to attend or only independent residents?	Y	N	Y	N	Y	N
Do staff actively help less mobile residents to events?	Y	N	Y	N	Y	N
Are people visiting greeted by staff and offered assistance if needed?	Y	N	Y	N	Y	N
Are residents allowed to have pets?	Y	N	Y	N	Y	N

Additional Comments:

Care

Are there doctors in attendance regularly?

Option 1

Option 2

Option 3

Was there a registered nurse on duty at all times?

Option 1

Option 2

Option 3

Are there adequate staff to resident ratios?

Option 1

Option 2

Option 3

Was there an individual care plan for each resident and how is it managed?

Option 1

Option 2

Option 3

What is the pharmacy arrangement?

Option 1

Option 2

Option 3

Additional Questions for RAC's

- 1 What is your Bond?
- 2 What is your DAP?
- 3 What services are included and what are extra and what do you charge for them?
- 4 Do you have availability? Do I qualify?
Am I guaranteed a spot to transfer from a Retirement Village?
- 5 What size are the rooms & ensuites and are these private or shared?
- 6 What Personal Care do you provide?
- 7 What Personal Carer and Registered Nurse ratios do you have?
- 8 Is my partner allowed to move in with me?

Additional Questions for Retirement Villages

- 1 What is your DMF?
- 2 What happens when I leave? eg. Reinstatement?
- 3 General Services Charge – what is it and how much is it?
- 4 What Personal Care is available?
- 5 What Registered Nurse care is available?
- 6 What happens when I leave – what is your guaranteed buy back?
- 7 How long after do I still get charged my General Services Charge after I leave?
- 8 What services are on site? Which of these are additional costs?
- 9 What is the financial transaction if I/we have to move to high care?
- 10 Do I have a guarantee for placement in high care?
- 11 Do you take couples and pets?
- 12 Is my partner allowed to move in with me if I require higher care?