Choosing a residential aged care home: What do consumers think you should ask?

- It is advisable to visit at least three aged care homes.
- It is best to ring and make an appointment with the Director of Nursing or Facility Manager.
- You may need to visit more than once and if so, try to choose a different time of the day for the second or subsequent visits.

To answer some of these questions you may need to ask current staff or residents/their family members.

### Food

1. Can I choose the serving size I want?
   - [ ] Yes
   - [ ] No

2. Can I sample the food?
   - [ ] Yes
   - [ ] No

3. Can I choose my meal on the day?
   - [ ] Yes
   - [ ] No

4. Is there a meal choice for those on texture-modified diets?
   - [ ] Yes
   - [ ] No

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**Facility Name:**

**Visit date:**
Choice and Flexibility

1. How much time can staff spend attending to my needs each day? (Talk to current residents/families or staff)
   - A lot of time
   - Some time
   - Not much time

2. Do the shared spaces here make me feel ‘at home’?
   - Yes
   - No

3. Will my room here make me feel ‘at home’?
   - Yes
   - No

4. Will I be able to access outside and gardens in this aged care home without help?
   - Yes whenever I want
   - Yes sometimes
   - No, not easily

5. Are there activities I can do here that will make me feel valued?
   - Often
   - Sometimes
   - Occasionally

6. Are care routines flexible (e.g. meal times, getting up, showering)? (Ask the staff about what is important to you)
   - Yes, very flexible
   - Sometimes
   - Not very flexible

Notes:

This checklist is based on a Flinders University study of more than 500 people living in residential aged care homes, which has provided information on quality of care from the perspective of consumers.