



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

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.

Milte R, Ratcliffe J, Bradley C, Shulver W, Crotty M. Evaluating the quality of care received in long-term care facilities from a consumer perspective: development and construct validity of the Consumer Choice Index – Six Dimension instrument. *Ageing and Society*. 2017:1-23.