Australian Government

Aged Care Quality and Safety Commission Consumers' Experience of the Quality of Care and Services:

Aged Care Services

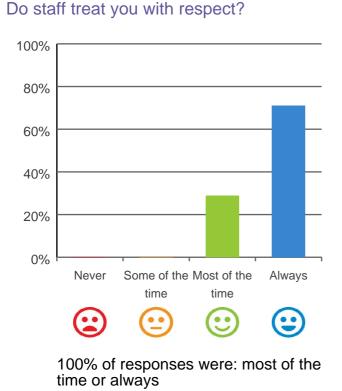
Blue Care Sunnybank Hills Carramar Aged Care Facility

RACS ID: Audit Date: 5027 04 Jun 2019 to 05 Jun 2019

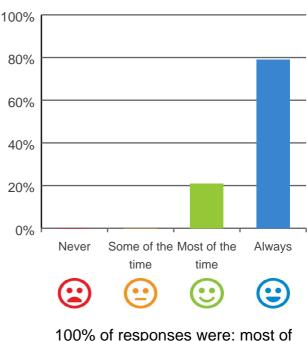
An audit team from the Aged Care Quality and Safety Commission (Commission) visited the aged care service for re-accreditation purposes and spoke to at least 10 per cent of the people who live there. Those we interviewed for this report were randomly selected*. The results are presented in this report which will help you understand the experience of consumers living at the service. It should be read alongside the audit report on the service available at the Commission's Report Search page at http://www.agedcarequality.gov.au/reports.For more general information on aged care, visit www.myagedcare.gov.au.

* Number of consumers interviewed: 14
Number of representatives interviewed: 0

What is your experience at the home?



Do you feel safe here?



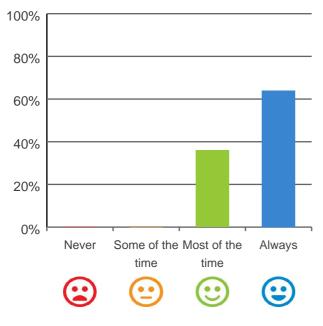
100% of responses were: most of the time or always

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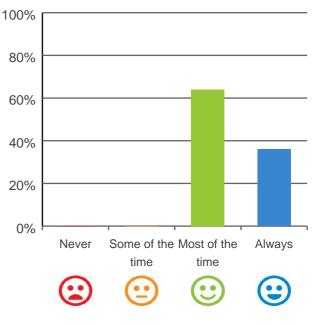


Do staff meet your healthcare needs?

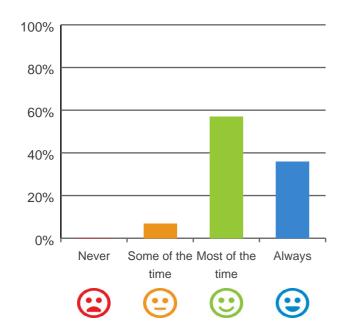
100% of responses were: most of the time or always

Do staff explain things to you?

Do staff follow up when you raise things with them?

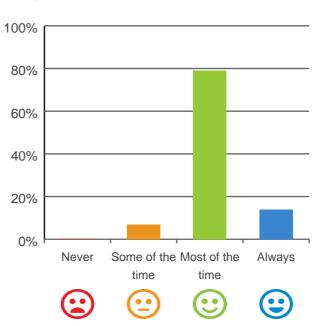


100% of responses were: most of the time or always



93% of responses were: most of the time or always

Do you like the food here?



93% of responses were: most of the time or always

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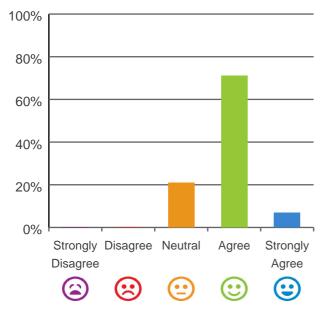
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Do you agree with these statements?

If I'm feeling a bit sad or worried, there are

staff here who I can talk to.



78% of responses were: agree or strongly agree

100% 80% 60%

The staff know what they are doing.

40%

20%

0%

Disagree

100% of responses were: agree or strongly agree

Agree

Strongly

Agree

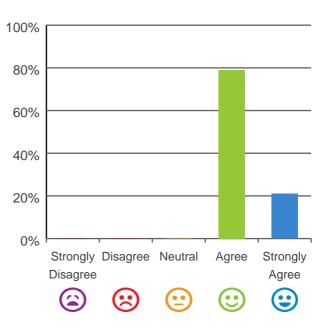
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100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly Disagree Agree $oldsymbol{\Theta}$

78% of responses were: agree or strongly agree

I am encouraged to do as much as possible for myself.

Strongly Disagree Neutral



100% of responses were: agree or strongly agree

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This place is well run.