Consumers' Experience of the Quality of Care and Services:

Aged Care Services

Clarence Estate Residential Health and Aged Care

RACS ID: 7256

Audit Date: 13 Aug 2019 to 16 Aug 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: 12 Number of representatives interviewed:

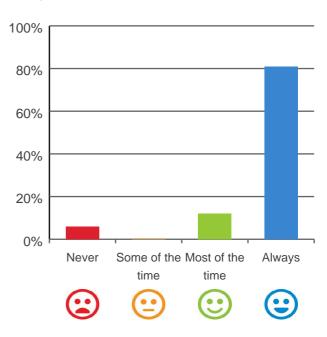
What is your experience at the home?

Do staff treat you with respect?

100% 80% 60% 40% 20% 0% Some of the Most of the Always time time

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

Do you like the food here?



94% of responses were: most of the time or always

Service name: Clarence Estate Residential Health and Aged

Care

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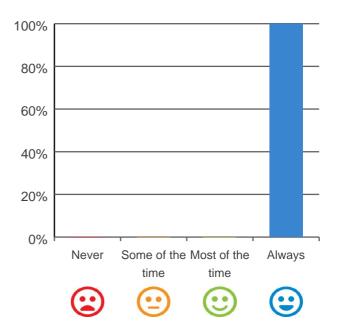
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Do you feel safe here?

100% 80% 60% 40% 20% 0% Never Some of the Most of the Always time time

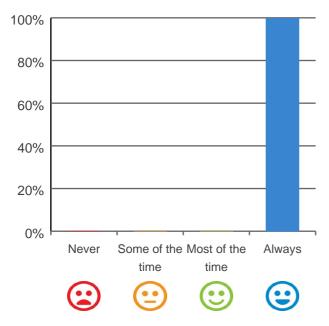
100% of responses were: most of the time or always

Is this place well run?



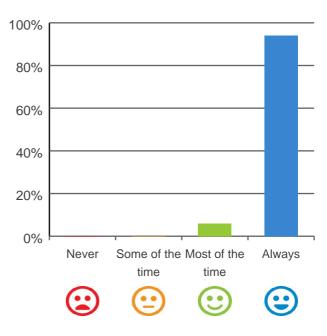
100% of responses were: most of the time or always

Do you get the care you need?



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

Do staff know what they are doing?



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

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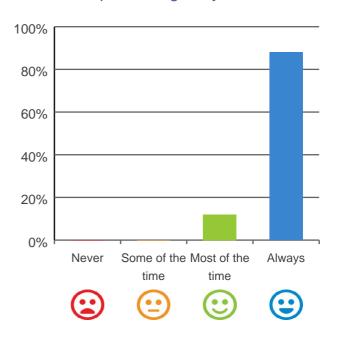
RACS ID: 7256

Are you encouraged to do as much as possible for yourself?

100% 80% 60% 40% 20% 0% Some of the Most of the Never Always time time

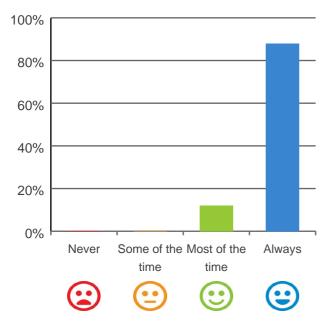
100% of responses were: most of the time or always

Do staff explain things to you?



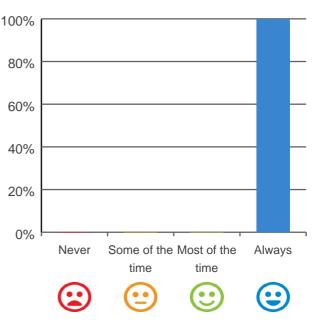
100% of responses were: most of the time or always

Do staff follow up when you raise things with them?



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

Are staff kind and caring?



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

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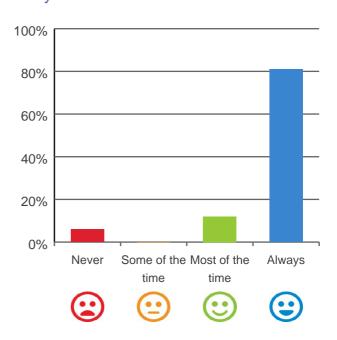
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Do you have a say in your daily activities?

100% 80% 60% 40% 20% Never Some of the Most of the Always time time

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

Do you feel at home here?



94% of responses were: most of the time or always

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