Australian Government

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

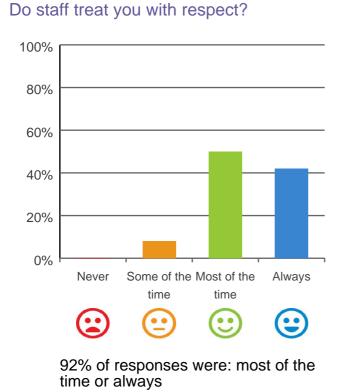
Aged Care Services

Inglewood & Districts Health Service (Nursing Home)

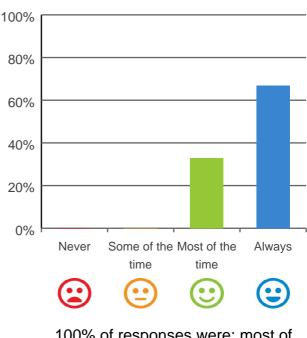
RACS ID: Audit Date: 3492 04 Jun 2019 to 05 Jun 2019

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: 11
 Number of representatives interviewed: 1
- What is your experience at the home?

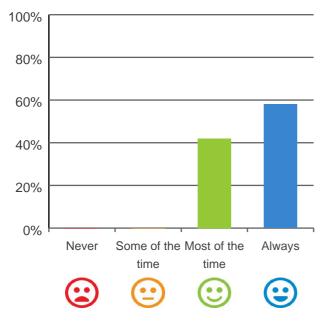


Do you feel safe here?



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

Service name: Inglewood & Districts Health Service (Nursing Home) RACS ID: 3492 Dates of audit: 04 Jun 2019 to 05 Jun 2019

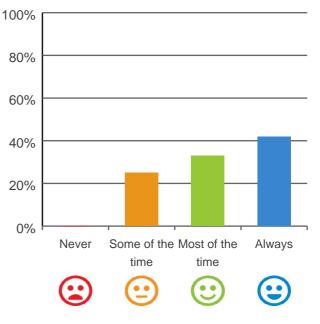


Do staff meet your healthcare needs?

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?

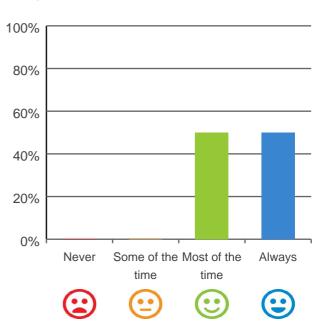


75% of responses were: most of the time or always

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

75% of responses were: most of the time or always

Do you like the food here?



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

Service name: Inglewood & Districts Health Service (Nursing Home)

Dates of audit: 04 Jun 2019 to 05 Jun 2019

RACS ID: 3492

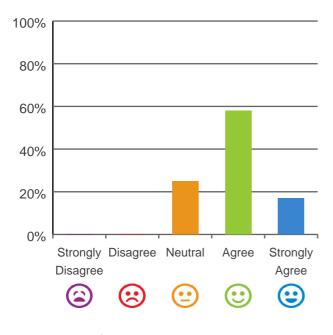
RPT-ACC-0095 v14.2

This document is designed for online viewing. Printed copies, although permitted, are deemed Uncontrolled from 11:00 hours on 07/06/2019

Do you agree with these statements?

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

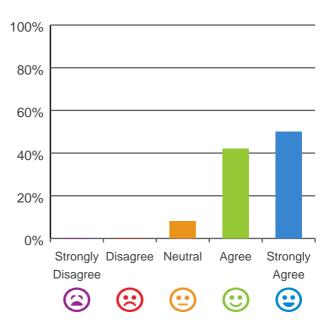
staff here who I can talk to.



75% of responses were: agree or strongly agree

This place is well run.

The staff know what they are doing.

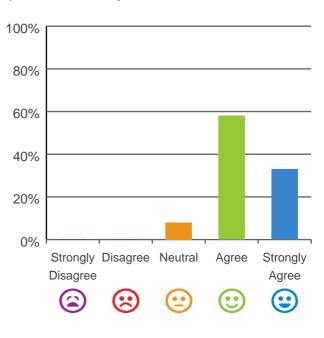


92% of responses were: agree or strongly agree

100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly Disagree Agree (2) (2) (2) (2) (2)

92% of responses were: agree or strongly agree

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



92% of responses were: agree or strongly agree

Service name: Inglewood & Districts Health Service (Nursing Home)

Dates of audit: 04 Jun 2019 to 05 Jun 2019

RACS ID: 3492

RPT-ACC-0095 v14.2

This document is designed for online viewing. Printed copies, although permitted, are deemed Uncontrolled from 11:00 hours on 07/06/2019