Australian Government

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

Aged Care Services

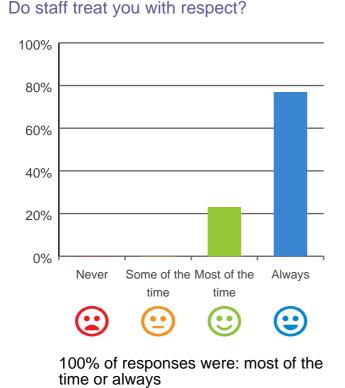
Little Sisters of the Poor St Joseph's Home

RACS ID: Audit Date: 3415 19 Feb 2019 to 20 Feb 2019

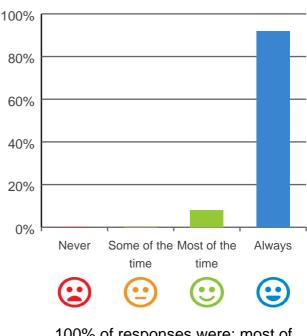
An audit team from the Aged Care Quality and Safety Commission (Commission) visited the aged care service for re-accreditation purposes and spoke to at least 10 per cent of the people who live there. Those we interviewed for this report were randomly selected*. The results are presented in this report 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: 1

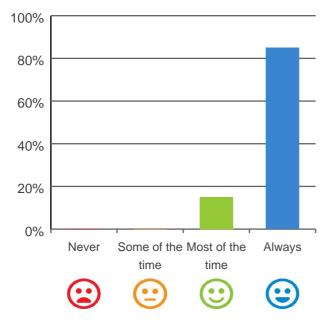
What is your experience at the home?



Do you feel safe here?



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

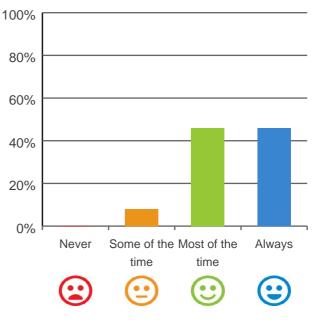


Do staff meet your healthcare needs?

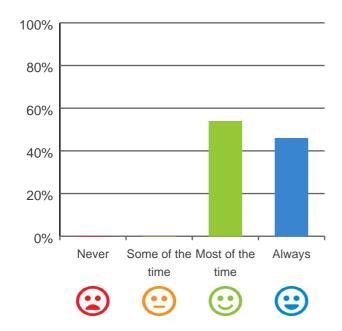
100% of responses were: most of the time or always

Do staff explain things to you?

Do staff follow up when you raise things with them?

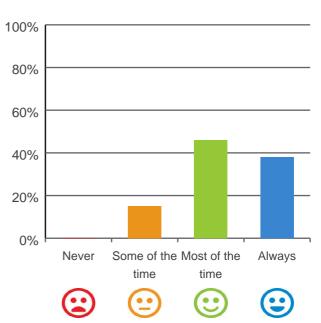


92% of responses were: most of the time or always



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

Do you like the food here?



85% of responses were: most of the time or always

This document is designed for online viewing. Printed copies, although permitted, are deemed Uncontrolled from 09:22 hours on 21/02/2019

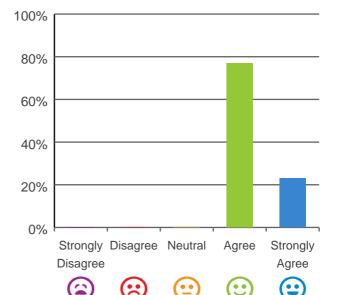
Do you agree with these statements?

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

staff here who I can talk to.

100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly Disagree EXEC EXE EXE EXECTED IN INC.

69% of responses were: agree or strongly agree



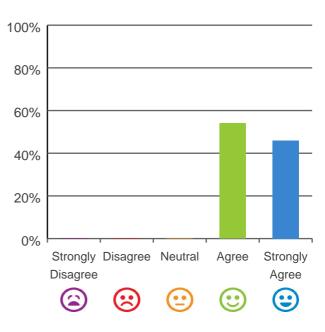
The staff know what they are doing.

100% of responses were: agree or strongly agree

100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly Disagree Quertal Agree Strongly Agree Quertal Agree Strongly Comparison of the strongly of the stron

92% of responses were: agree or strongly agree

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



100% of responses were: agree or strongly agree

Service name: Little Sisters of the Poor St Joseph's Home RACS ID: 3415

This document is designed for online viewing. Printed copies, although permitted, are deemed Uncontrolled from 09:22 hours on 21/02/2019

This place is well run.