



# Consumers' Experience of the Quality of Care and Services: Aged Care Services Royal Freemasons Benalla

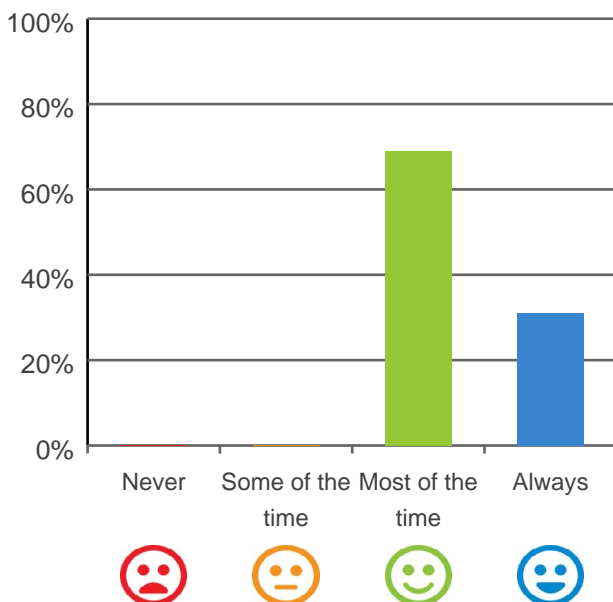
RACS ID: 4591  
Audit Date: 04 Dec 2019 to 05 Dec 2019

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](http://www.myagedcare.gov.au).

\* Number of consumers interviewed: 13  
Number of representatives interviewed: 0

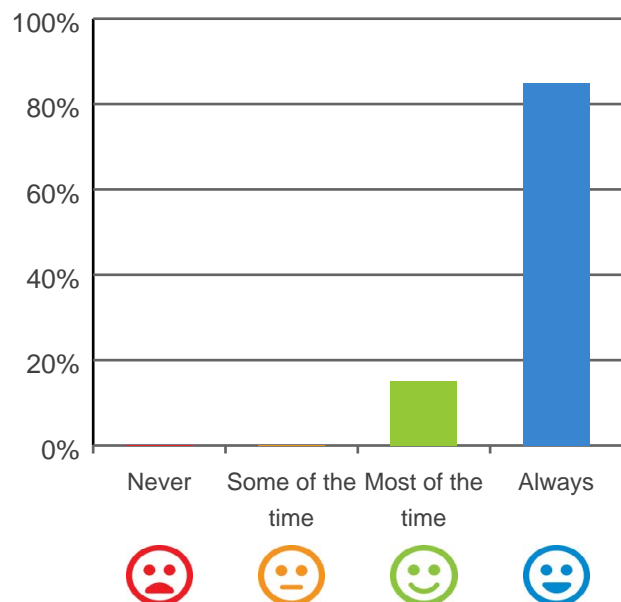
## What is your experience at the service?

Do you like the food here?



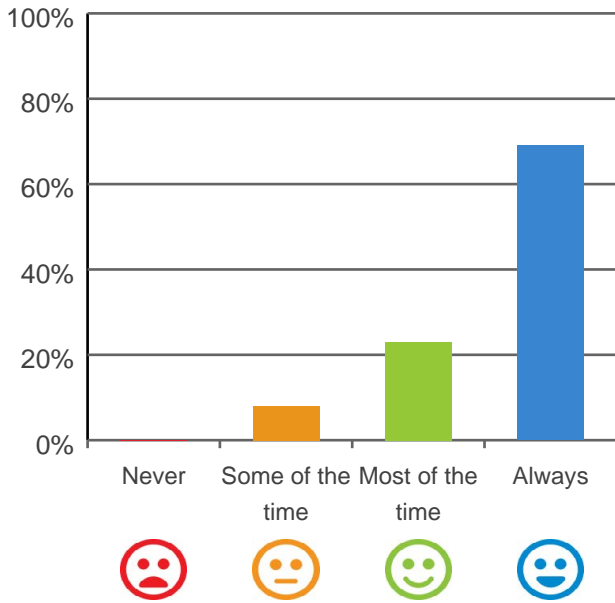
100% of responses were: most of the time or always

Do you feel safe here?



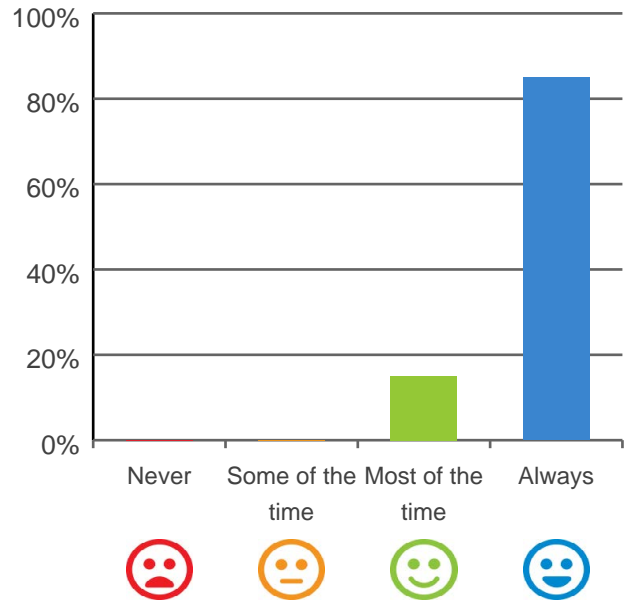
100% of responses were: most of the time or always

### Is this place well run?



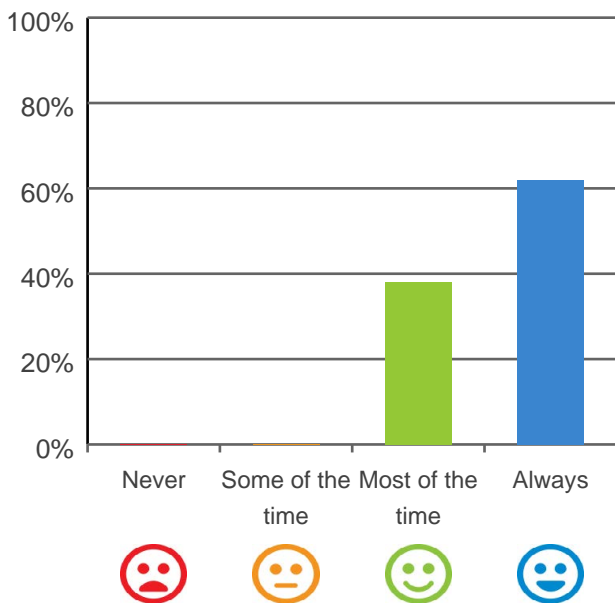
92% of responses were: most of the time or always

### Do you get the care you need?



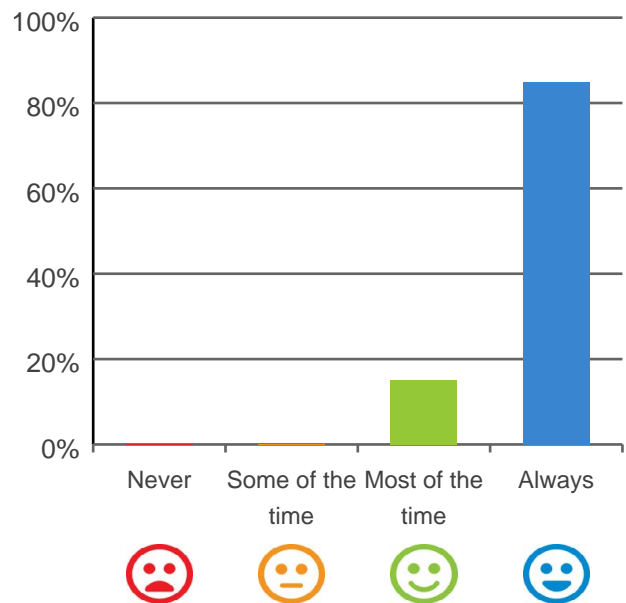
100% of responses were: most of the time or always

### Do staff know what they are doing?



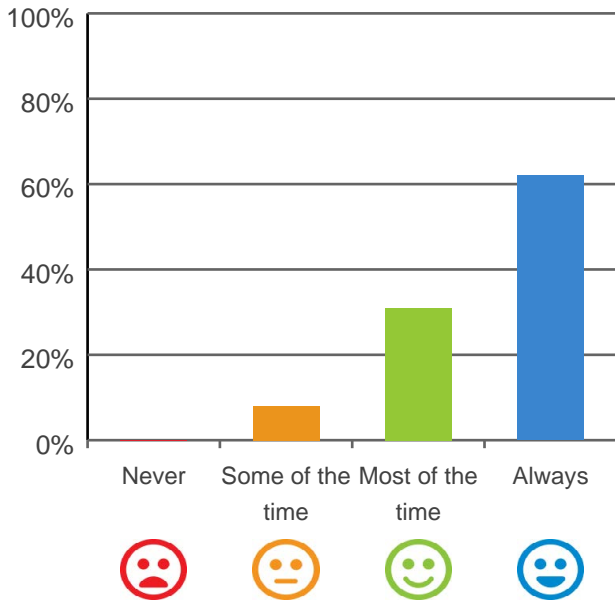
100% of responses were: most of the time or always

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



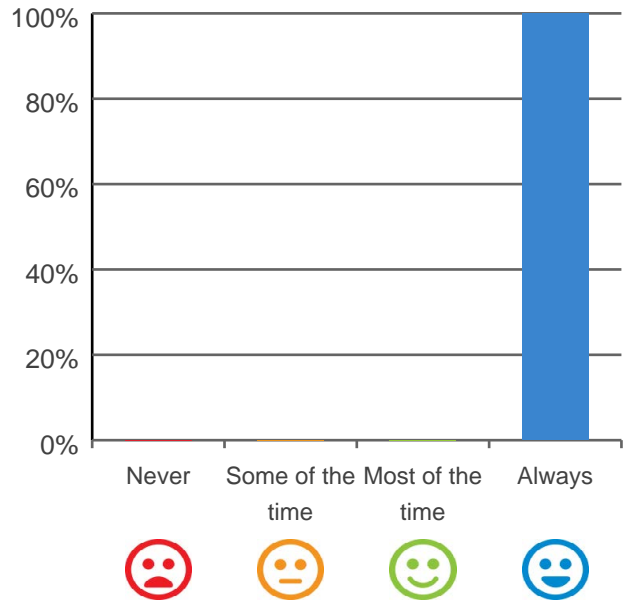
100% of responses were: most of the time or always

### Do staff explain things to you?



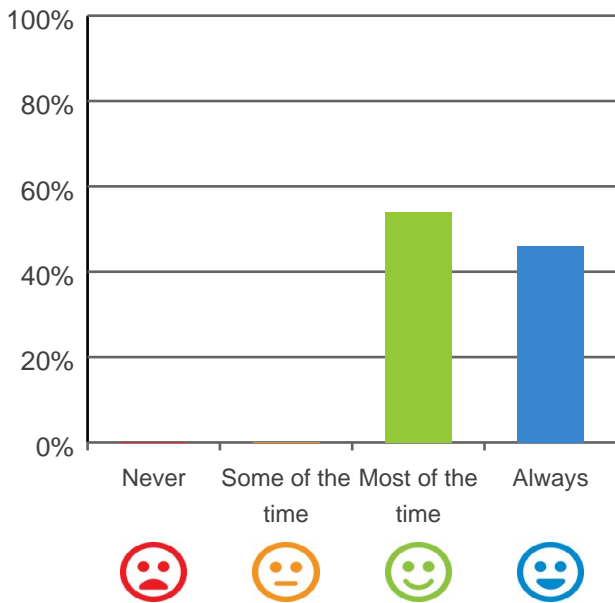
92% of responses were: most of the time or always

### Do staff treat you with respect?



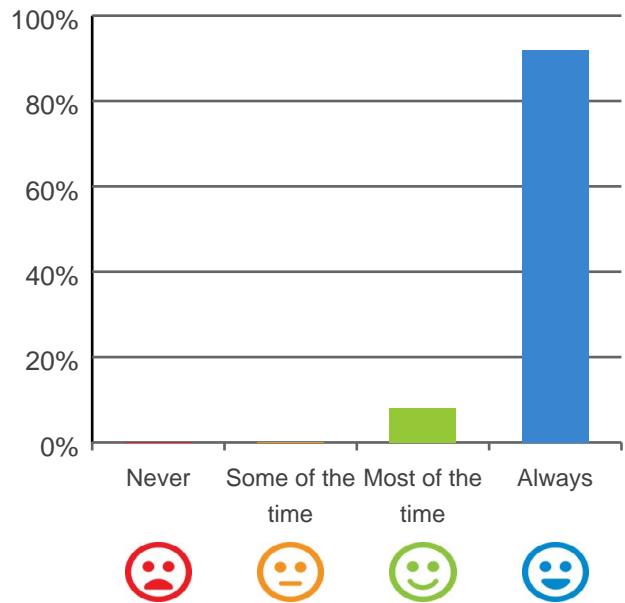
100% of responses were: most of the time or always

### Do staff follow up when you raise things with them?



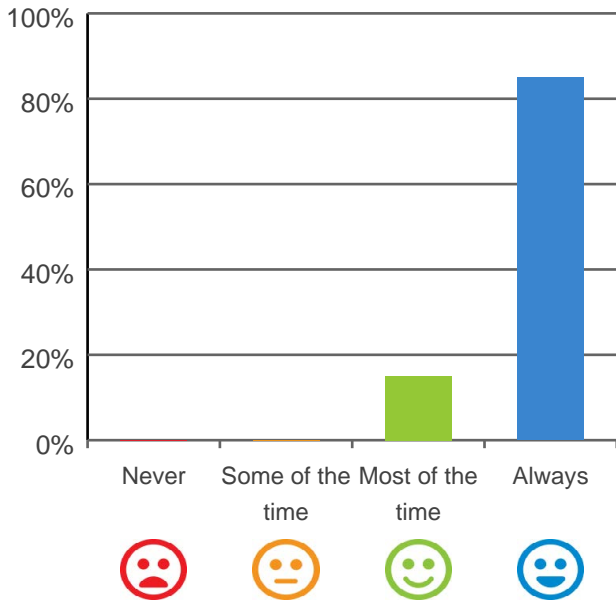
100% of responses were: most of the time or always

### Are staff kind and caring?



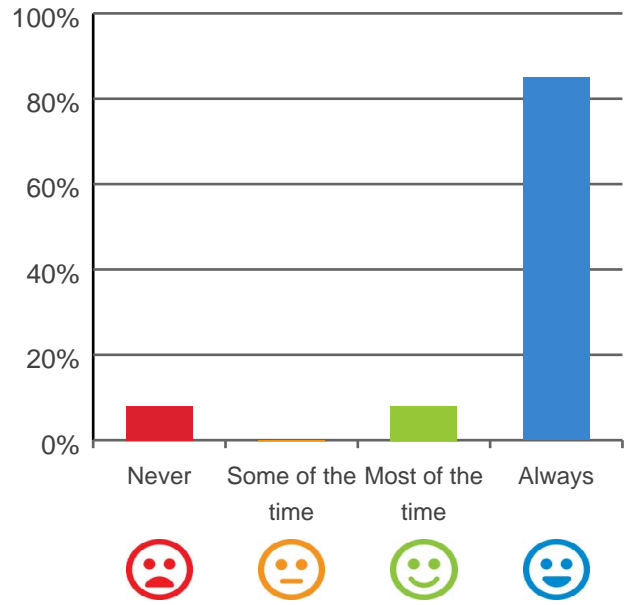
100% of responses were: most of the time or always

### Do you have a say in your daily activities?



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

### Do you feel at home here?



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