Australian Government

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

Aged Care Services

Southern Cross Care (Qld) Ltd - Stretton Gardens

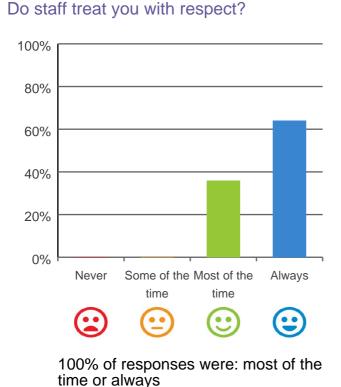
RACS ID: Audit Date:

5595 28 May 2019 to 29 May 2019

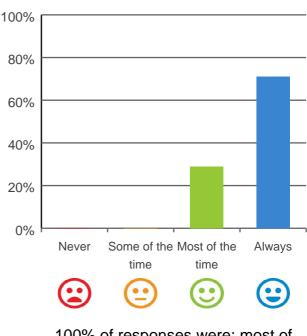
An audit team from the Aged Care Quality and Safety Commission (Commission) visited the aged care service for re-accreditation purposes and spoke to at least 10 per cent of the people who live there. Those we interviewed for this report were randomly selected*. The results are presented in this report 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: 13 Number of representatives interviewed: 1

What is your experience at the home?



Do you feel safe here?



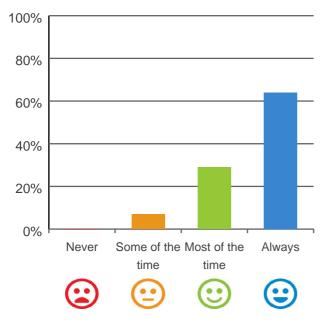
100% of responses were: most of the time or always

Service name: Southern Cross Care (Qld) Ltd - Stretton Gardens **RACS ID: 5595**

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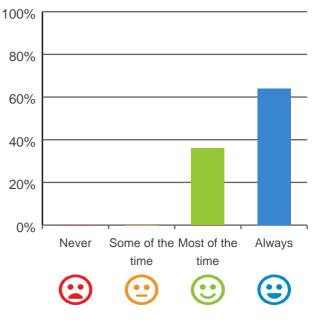


Do staff meet your healthcare needs?

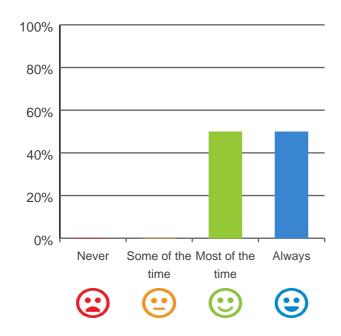
93% of responses were: most of the time or always

Do staff explain things to you?

Do staff follow up when you raise things with them?

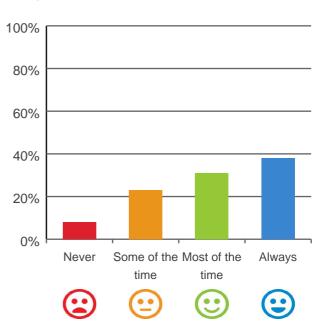


100% of responses were: most of the time or always



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

Do you like the food here?



69% of responses were: most of the time or always

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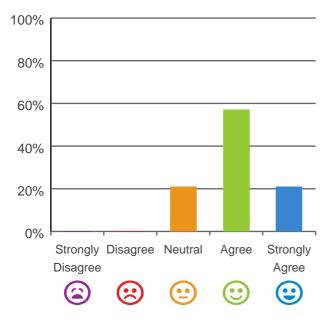
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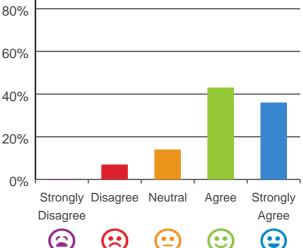
Do you agree with these statements?



If I'm feeling a bit sad or worried, there are staff here who I can talk to.

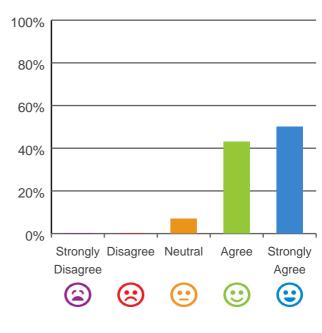
> 78% of responses were: agree or strongly agree

The staff know what they are doing. 100%



79% of responses were: agree or strongly agree

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



93% of responses were: agree or strongly agree

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strongly agree

Strongly Disagree Neutral

79% of responses were: agree or

Agree

Strongly

Agree

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This place is well run.

100%

80%

60%

40%

20%

0%

Disagree