Australian Government

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

St Vincent's Care Services Auburn

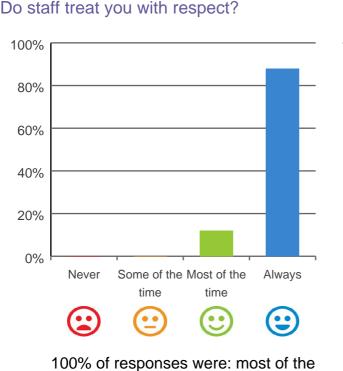
RACS ID: Audit Date:

0532 07 Jan 2019 to 09 Jan 2019

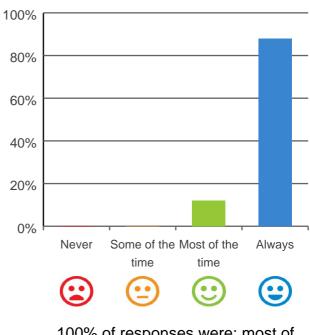
An audit team from the Aged Care Quality and Safety Commission (Commission) visited the aged care service for re-accreditation purposes and spoke to at least 10 per cent of the people who live there. Those we interviewed for this report were randomly selected*. The results are presented in this report 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: 16
Number of representatives interviewed: 1

What is your experience at the home?



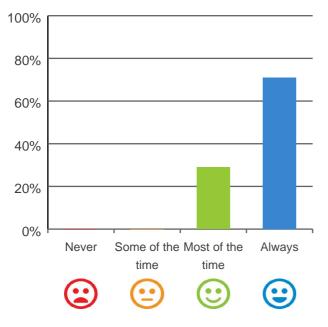
Do you feel safe here?



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

time or always

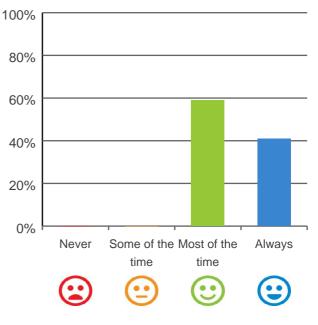
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Do staff meet your healthcare needs?

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

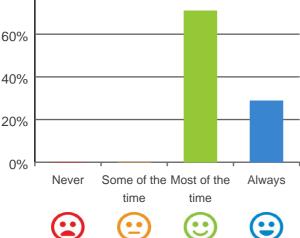
Do staff follow up when you raise things with them?



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

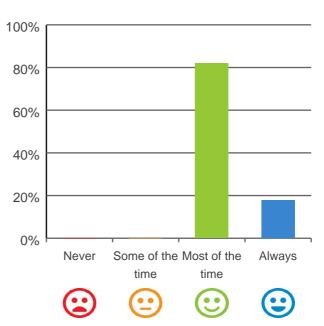
80%

Do staff explain things to you?



100% 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

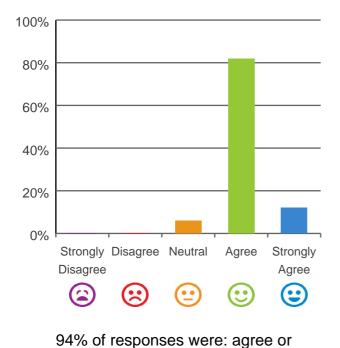
Service name: St Vincent's Care Services Auburn RACS ID: 0532 Dates of audit: 07 Jan 2019 to 09 Jan 2019 RPT-ACC-0095 v14.2

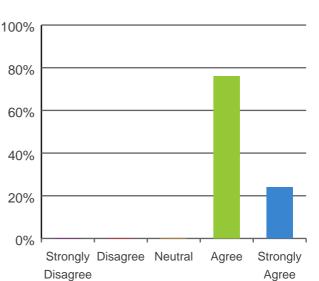
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Do you agree with these statements?

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

staff here who I can talk to.





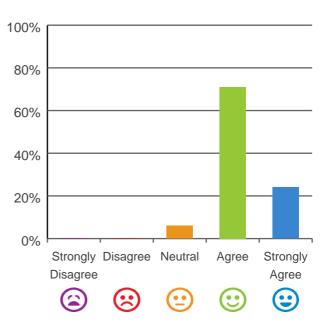
The staff know what they are doing.

100% of responses were: agree or strongly agree

100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly Disagree $\overleftarrow{\text{CS}}$ $\overleftarrow{\text{CP}}$ $\overleftarrow{\text{CP}}$ $\overleftarrow{\text{CP}}$ $\overleftarrow{\text{CP}}$

94% of responses were: agree or strongly agree

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



94% of responses were: agree or strongly agree

This place is well run.

strongly agree

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