

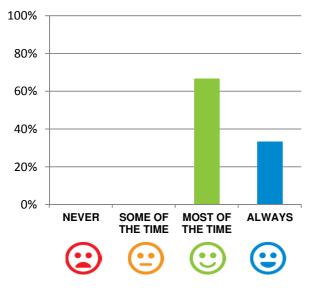
Reaccreditation Audit Date:

20 November 2017 to 21 November 2017

An audit team from the Australian Aged Care Quality Agency visited the aged care home 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 in the home. It should be read alongside the accreditation audit report on the home available at the Quality Agency's Accreditation Report Search page at http://www.aacqa.gov.au/publications/reports. For more general information on aged care, visit www.myagedcare.gov.au.

* Number of consumers interviewed: 17
Number of representatives interviewed: 2

What is your experience at the home?



Do staff treat you with respect?

60% 40% 20% 0% NEVER SOME OF MOST OF ALWAYS THE TIME THE TIME CCC CCC CCC

Do you feel safe here?

100%

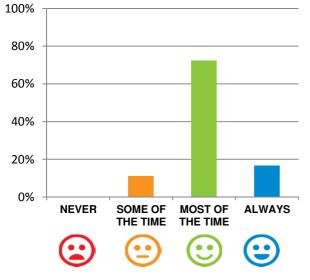
80%

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

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Home name: Waverley Valley Aged Care RACS ID: 3564 Dates of audit: 20 November 17 to 21 November 17 RPT-ACC-0096 v14.3

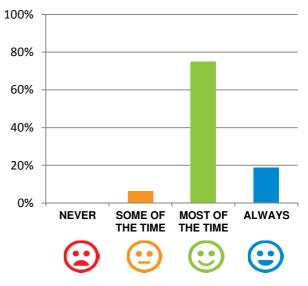
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Do staff meet your healthcare needs?

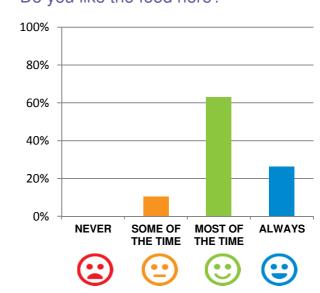
89% of responses were: most of the time or always

Do staff follow up when you raise things with them?



94% of responses were: most of the time or always

Do you like the food here?



89% of responses were: most of the time or always

the time or always

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Do the staff explain things to you?

SOME OF

THE TIME

89% of responses were: most of

MOST OF

THE TIME

ALWAYS

100%

80%

60%

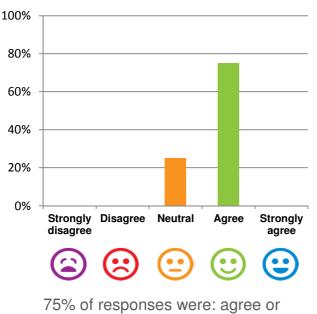
40%

20%

0%

NEVER

Do you agree with these statements?



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

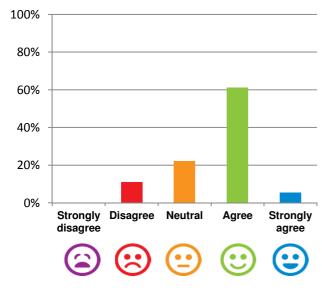
strongly agree

100% 80% 60% 40% 20% 0% Strongly Disagree Neutral Agree Strongly disagree agree • •

The staff know what they are doing.

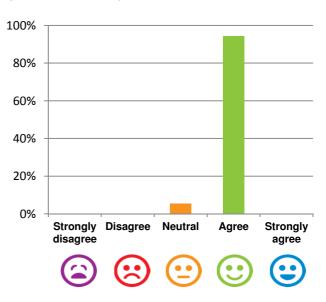
82% of responses were: agree or strongly agree

This place is well run.



67% 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

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Home name: Waverley Valley Aged Care **RACS ID: 3564**

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