Consumers' Experience of the Quality of Care and Services:
Aged Care Homes
Woodhaven

RACS ID:	0279
Reaccreditation Audit Date:	07 Nov 2018 to 08 Nov 2018

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.

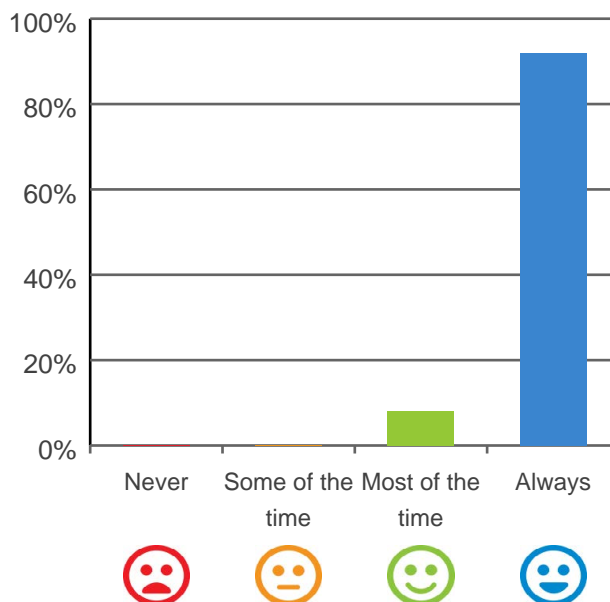|	
* Number of consumers interviewed:	12
Number of representatives interviewed:	1

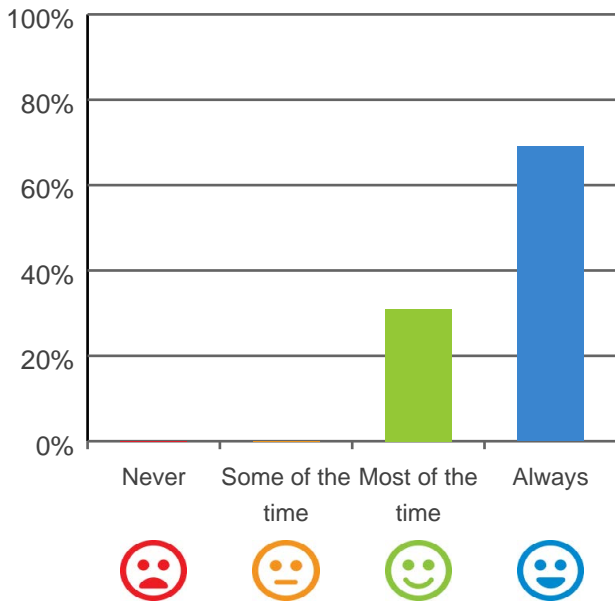## What is your experience at the home?

Do staff treat you with respect?
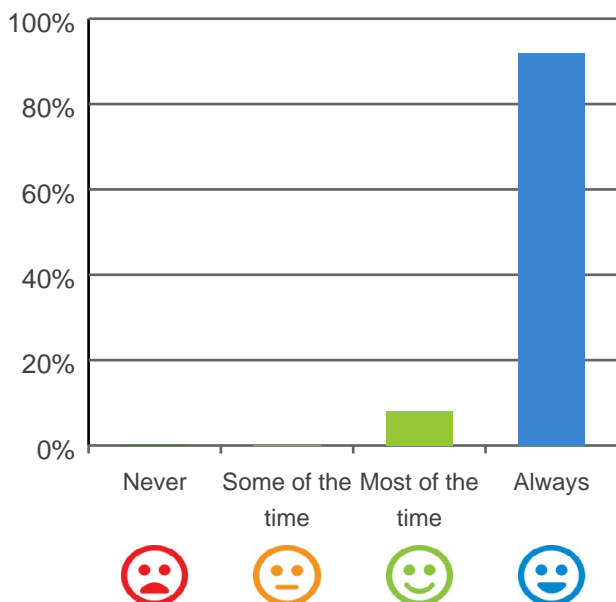
100% of responses were: most of the time or always

Do you feel safe here?

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

Home name: Woodhaven
RACS ID: 0279

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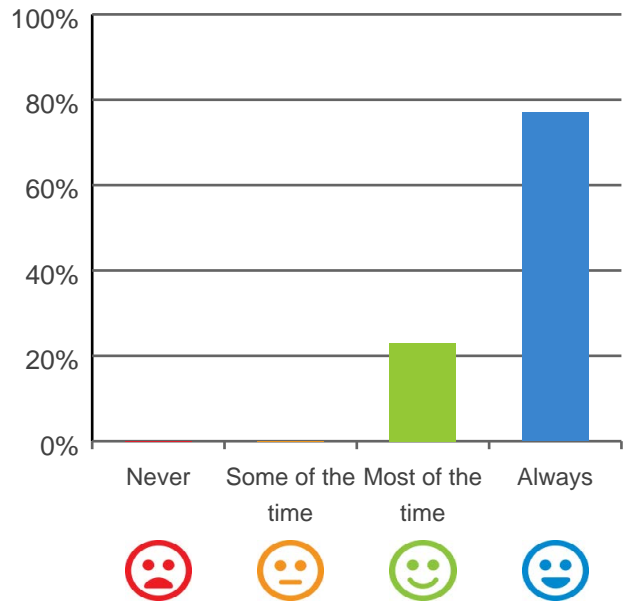
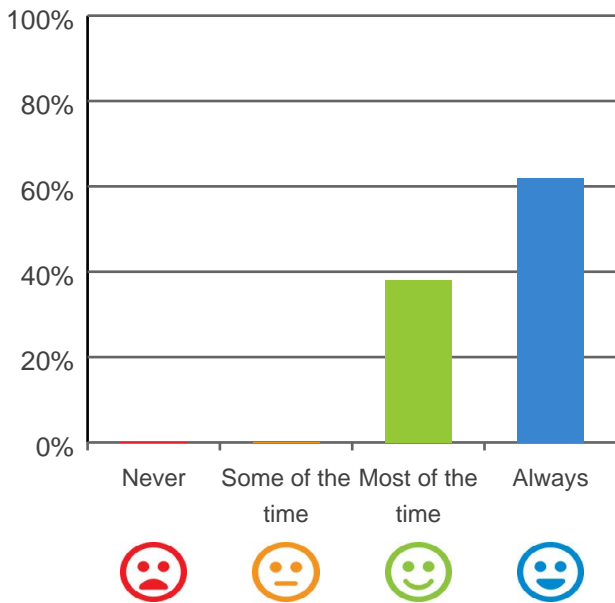100% of responses were: most of the time or always

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
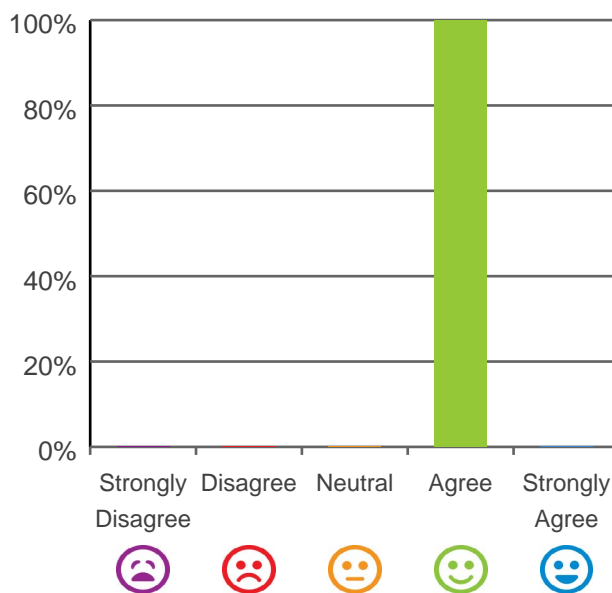
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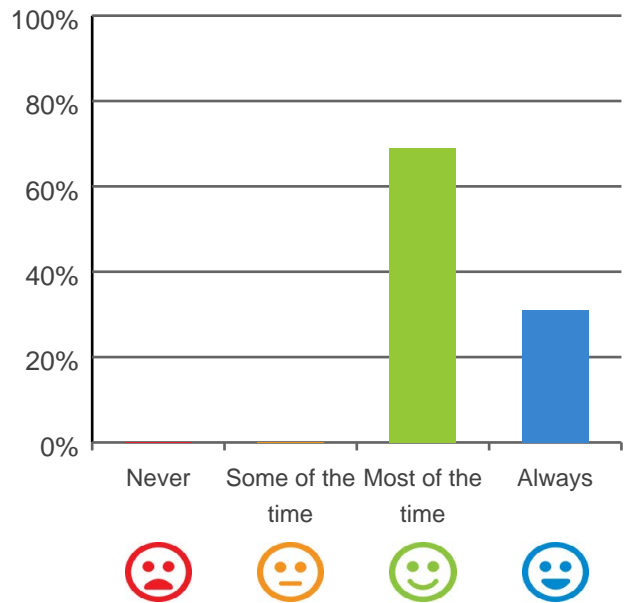
Do you agree with these statements?

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

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
100%					
80%					
60%					
40%					
20%					
0%				██	
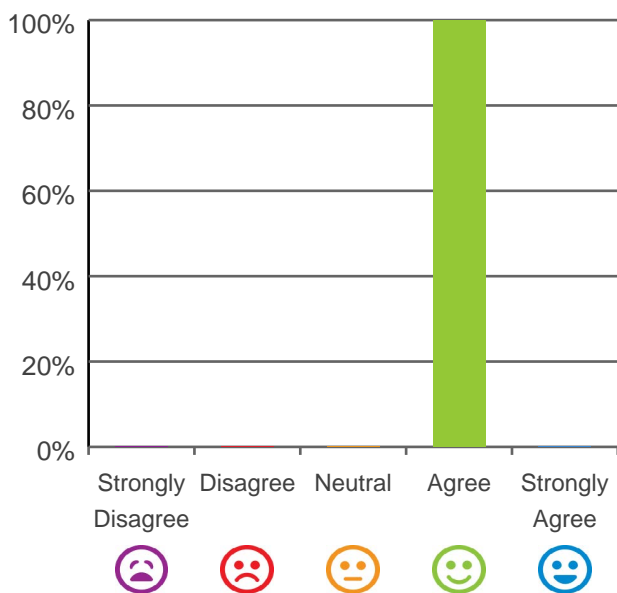
100% of responses were: agree or strongly agree

The staff know what they are doing.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
100%					
80%					
60%					
40%					
20%					
0%				██	

100% of responses were: agree or strongly agree

This place is well run.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
100%					
80%					
60%					
40%					
20%					
0%				██	
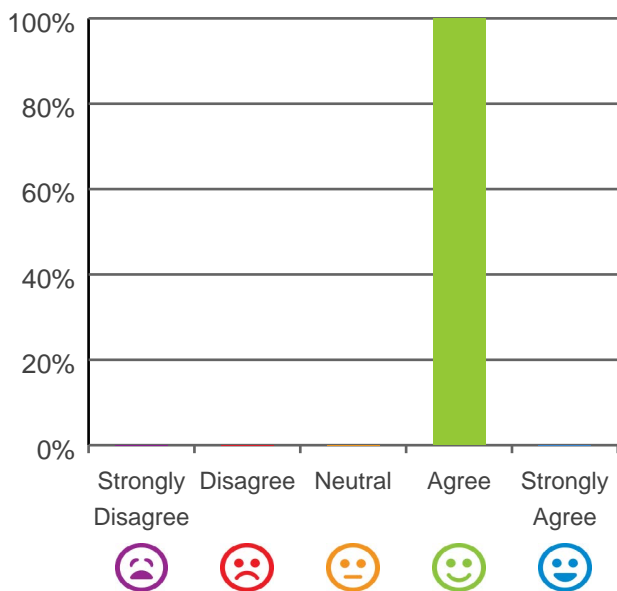
100% of responses were: agree or strongly agree

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

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
100%					
80%					
60%					
40%					
20%					
0%				██	

100% of responses were: agree or strongly agree

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