

# Questions to ask aged care homes

You can use the following questions as a starting point when visiting aged care homes. If there is something specific you would like to ask about, you can add your own questions to the list.

## Meeting personal care needs

- How will you provide the care and support services I need?
- How can my family be included in my care plan?
- What training do the care staff have?
- How do you manage clinical care needs, such as taking medication or wound care?
- How many staff provide overnight care?
- I need access to health professionals; do you help with appointments?

## Rooms and facilities

- How big are your rooms?
- What is the difference between shared and private rooms?
- Can you show me your common areas or gardens?
- Can I personalise my space with things from home?
- Do you allow pets?

## Quality

- What checks are in place to ensure quality services?
- What are you doing to improve the quality of the care you provide?

## Catering for dietary requirements and preferences

- How do you cater for special dietary requirements like allergies, cultural foods, etc.?
- What are the meal arrangements?
- Will I be able to suggest / recommend meal options?

## Staying active and engaged

- What sort of social activities do you provide? Social groups or clubs?
- Will I be able to suggest activities based on my interests?
- Do you organise outings? If so, how often?

## Support with day-to-day living

- How do you assist with bathing, dressing, and going to the toilet?
- How do you help with moving around and walking?
- How do the staff provide support at meal times?

## General aged care home policies

- What is your visitor policy for family and friends?
- How do you deal with resident concerns and complaints?
- How do you ensure safety and security of the residents?
- What measures do you have in place for emergencies?