



# Consumers' Experience of the Quality of Care and Services: Aged Care Homes Willoughby Retirement Community Hostel

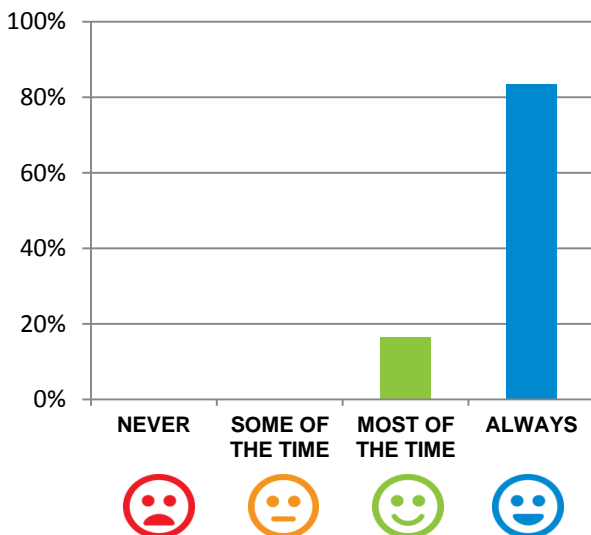
RACS ID: 0319  
Reaccreditation Audit Date: 12 December 2017 to 13 December 2017

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](http://www.myagedcare.gov.au).

\* Number of consumers interviewed: 12  
Number of representatives interviewed: 0

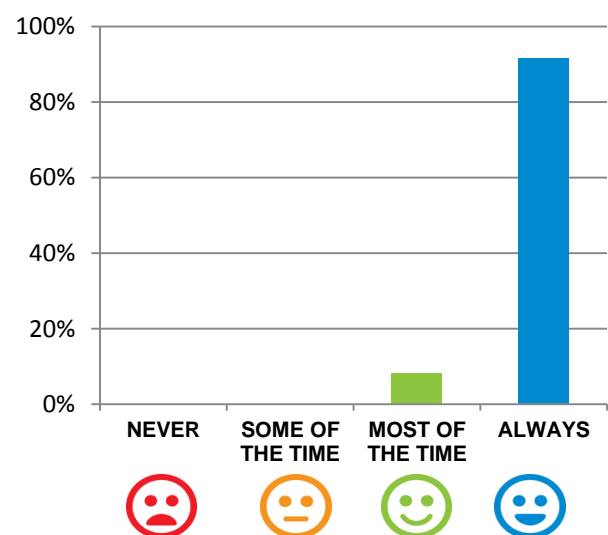
## What is your experience at the home?

### Do staff treat you with respect?



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

### Do you feel safe here?



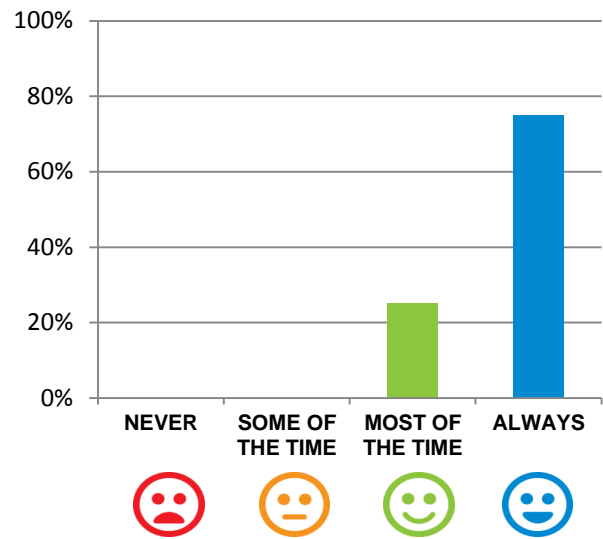
100% of responses were: most of the time or always

### Do staff meet your healthcare needs?



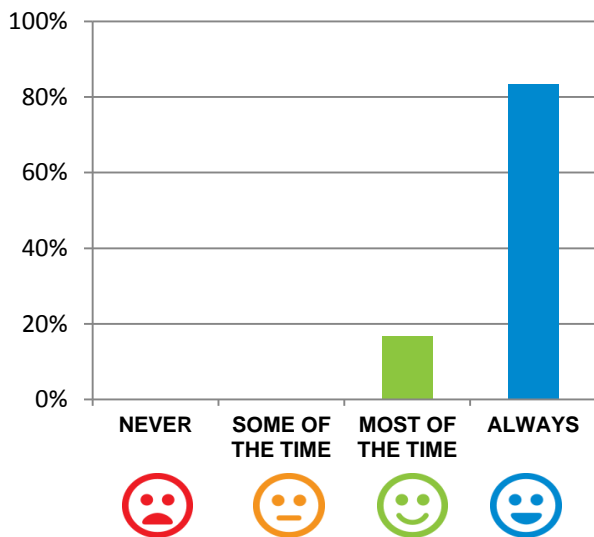
100% of responses were: most of the time or always

### Do staff follow up when you raise things with them?



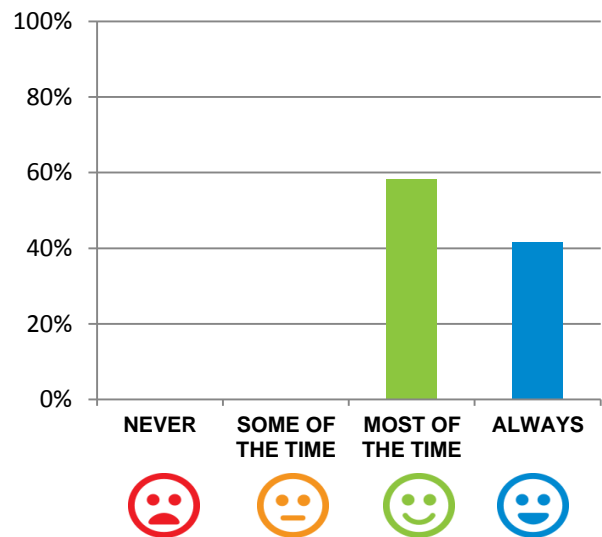
100% of responses were: most of the time or always

### Do the staff explain things to you?



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

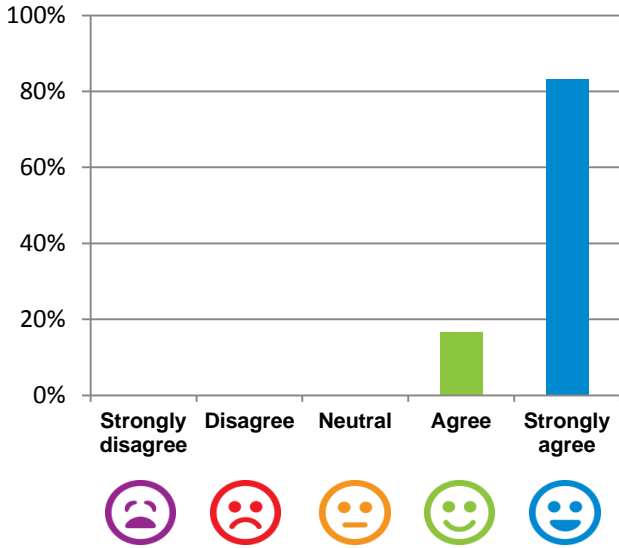
### Do you like the food here?



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

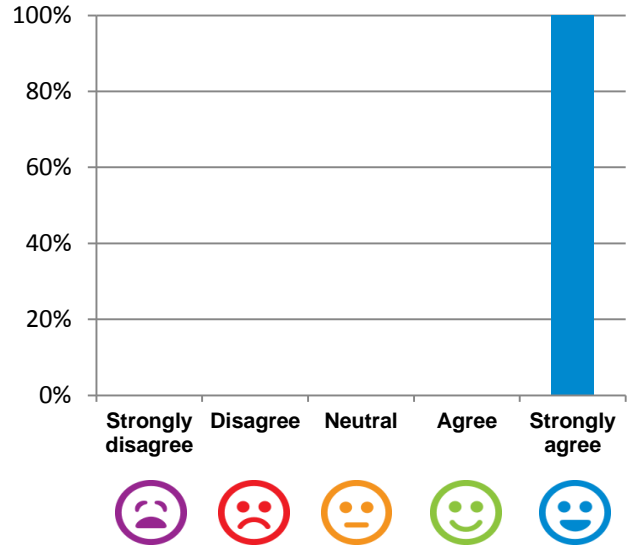
# Do you agree with these statements?

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



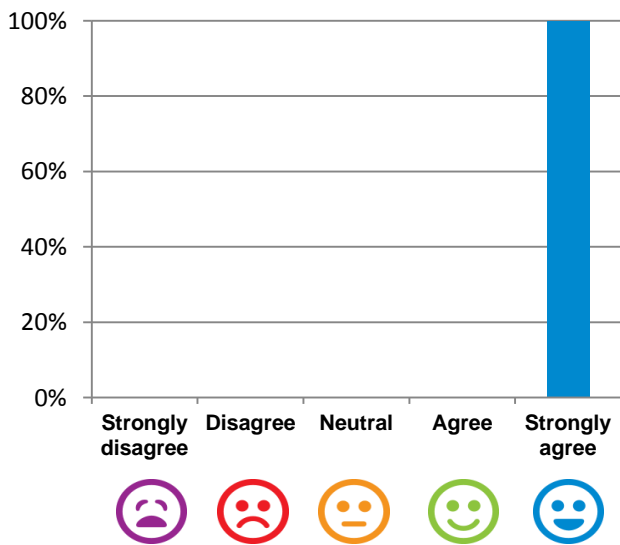
100% of responses were: agree or strongly agree

The staff know what they are doing.



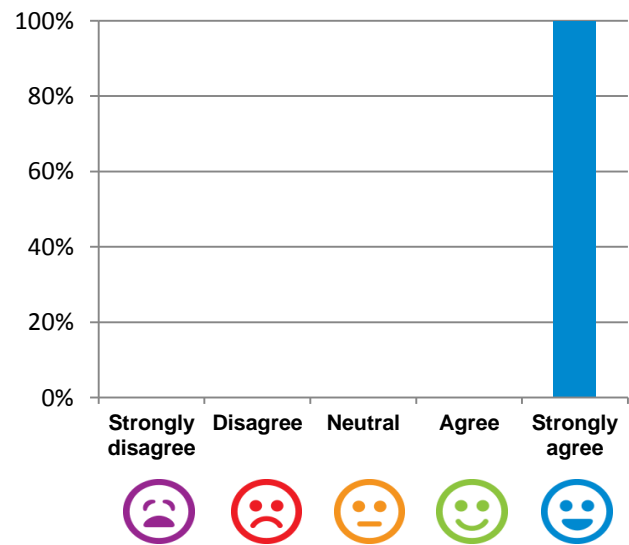
100% of responses were: agree or strongly agree

This place is well run.



100% of responses were: agree or strongly agree

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



100% of responses were: agree or strongly agree



**Australian Government**

**Australian Aged Care Quality Agency**

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

## **Willoughby Retirement Community Hostel**

RACS ID: 0319

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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](#)<sup>1</sup>. For more general information on aged care, visit the [My Aged Care website](#)<sup>2</sup>.

Number of consumers interviewed: 12

Number of representatives interviewed: 0

### **What is your experience at the home?**

1. Do staff treat you with respect?

100 per cent of respondents say staff treat them with respect most or all of the time.

2. Do you feel safe here?

100 per cent of respondents say they feel safe most or all of the time.

3. Do staff meet your healthcare needs?

100 per cent of respondents say staff meet their healthcare needs most or all of the time.

4. Do staff follow up when you raise things with them?

100 per cent of respondents say staff follow up when they raise things with them most or all of the time.

5. Do staff explain things to you?

100 per cent of respondents say staff explain things to them most or all of the time.

<sup>1</sup> <http://www.aacqa.gov.au/publications/reports>

<sup>2</sup> <http://www.myagedcare.gov.au>

6. Do you like the food here?

100 per cent of respondents say they like the food most or all of the time.

For the following questions, to what extent do you agree with these statements?

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

100 per cent of respondents agree or strongly agree that if they are feeling a bit sad or worried, there are staff here they can talk to.

8. The staff know what they are doing.

100 per cent of respondents agree or strongly agree that the staff know what they are doing.

9. This place is well run.

100 per cent of respondents agree or strongly agree that this place is well run.

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

100 per cent of respondents agree or strongly agree that they are encouraged to do as much as possible for themselves.