

Aged care ratings in

Best and worst centres revealed



David Barwell

Clinical care, staffing levels and disrespect shown to residents.

These were some of the issues uncovered inside the state's lowest-performing aged care facilities in the most recent resident survey by the aged care watchdog.

New data released by the Department of Health has rated all 835 aged care homes in NSW as part of a new "star rating" system designed to improve standards within the sector. The publicly available rankings reflect the four-month period between November 2022 and February 2023.

Highest rated from across

North Shore's top 10

1. Willoughby Retirement Community Hostel – **5 stars**
2. Archbold House Aged Care Facility, Roseville – **4 stars**
3. Uniting The Garrison Mosman – **4 stars**
4. HammondCare - Leighton Lodge, Turramurra – **4 stars**
5. Uniting Wesley Heights Manly – **4 stars**
6. Killara Glades Care Community – **4 stars**
7. Turramurra House Nursing Home – **4 stars**
8. Killara Gardens Aged Care – **4 stars**
9. Estia Health Willoughby – **4 stars**
10. Bupa Mosman – **3 stars**



Scan here to search the interactive table for all NSW facilities.

the north was Willoughby Retirement Community Hostel, with a top overall rating of five stars denoting "excellent" quality of care.

At least nine aged care fa-

ilities across the lower and upper north shore and northern beaches scored four stars for "good" quality of care including Archbold House in Roseville, Uniting

The Garrison, Mosman, HammonCare's Leighton Lodge in Turramurra, and Uniting Wesley Heights in Manly.

No local facilities received the lowest single-star rating indicating "significant improvement needed".

But several got a two-star rating signalling "improvement needed" including Bupa Seaforth and on the northern beaches: Peter Cosgrove House in Narrabeen, Avalon House and Pacific Lodge in Collaroy.

The Department of Health said the ratings system aimed to help people in residential aged care and their families to understand how their facility was performing,