

Some things to consider when you visit a Care Community:

Standards and quality

- Is the Care Community accredited by the Aged Care Quality and Safety Commission?

First impressions

- Are the buildings and grounds well maintained and is there access to outdoor space?
- Does the team seem friendly and welcoming?

Location and accessibility

- Are family and friends able to get there easily?
- Are there enough parking spaces at the Care Community?
- Is the home close to amenities such as shops and parks?
- Is there sufficient wheelchair access into and within the Care Community?

Care team

- Does the team know much about the residents' lives and experiences?
- Is the team trained to care for residents living with dementia?
- How well does the team communicate with residents and relatives?

Care

- How can you, your family or representatives, be involved in your care?
- What training and qualifications does the care team have?
- If your care needs change, will you be able to stay in the Care Community?
- What other health professionals visit the Care Community regularly?

Accommodation, meals, and routines

- Is there provision for married couples and for single residents?
- How is room allocation determined – can you have your say?
- Are the bathrooms shared or are there private bathrooms?
- What are the meal arrangements? Times, meals for visitors, meals in your room, culturally diverse menus and special diets?

- Is there a chef on-site to prepare and cook all the meals?
- Is there a choice of food and how often does the menu change?
- Are snacks available during the day and night?
- Does the Care Community allow you to keep pets or can pets visit?
- Will you be able to continue to see your own doctor?

Social and lifestyle engagement

- Are residents encouraged to stay active and do as much as they can for themselves?
- Do the residents seem happy and occupied?
- Are team members sitting and chatting with residents?
- Are there amenities such as a common room, TV room, newspapers, books, and hairdressing services?
- Are there regular social activities such as music, exercise classes, gardening, celebrations, bus outings?
- Can family, friends and young children visit without restriction?
- Are there team members who speak your language?

Final thoughts

- How would you rate the **Care Community** you visited on a scale of 1 to 10?

Additional notes
