Aged Care

Choosing a care home.

A guide to finding your new home.

1300 302 350

bupa.com.au/aged-care

Bupa

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First impressions count

When you visit a care home for the first time, it can be difficult to make an assessment about the quality of care provided. What you see, what you hear and what you feel will influence your overall impression – but how do you interpret all of this information?

We believe 'Person-First' care is the cornerstone of quality aged care.

Being 'Person-First' means:

- Our employees value and seek to know each resident well.
- We understand each resident's experience; anticipate their needs and support them to retain as much personal independence and dignity as possible.
- If a resident's personal and care needs are being met in a caring and supportive environment we believe a genuine sense of wellbeing will follow.

This guide has been developed by Bupa Aged Care in collaboration with the Alzheimer's Australia Consumer Dementia Research Network.

The purpose of this guide is to help you prepare for your visit and reflect on the tour experience and rate how well a home is achieving 'Person-First' care.

If you would like to provide feedback please contact Bupa Aged Care on 1300 302 350.

When you are visiting a care home you may be invited to join a group tour. You have the right to request:

- An individual tour.
- A tour outside of normal business hours.
- To visit particular areas of the care home (dining areas, dementia unit etc).
- To speak to people in the care home.

Decisions about care homes are often made during a very emotional time. It is important to have access to the support you need.

If you are caring for someone living with dementia you may want to contact

National Dementia Helpline 1800 100 500

or

National Carers Counselling Program 1800 242 636

More information about identifying quality 'Person-First' care can be found on our website: **bupa.com.au/aged-care**

or

Bupa Aged Care Support Line 1800 780 038

Providing information and support to those considering aged care or caring for a loved one.

1 Welcoming and inviting

A great care home...

- Welcomes visitors at all times.
- Proudly displays its vision and values.
- Supports families in caring for their loved ones.
- Takes time to learn about you or your loved one.
- Displays its current accreditation status.
- Makes it easy for you to provide feedback.
- Gives you a good understanding of entry requirements.
- Clearly explains fees, charges and inclusions.
- Has menus on display which are rotated daily.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• Greeted warmly with a smile by employees.	☐	☐	☐
• Employees appropriately attired and identifiable.	☐	☐	☐
• Employees are attentive, interested and able to give relevant information or direction.	☐	☐	☐

Listen	Home 1	Home 2	Home 3
• Employees introduce themselves and other key people - explaining what they do and the support they provide.	☐	☐	☐
• Employees provide clear answers to my questions.	☐	☐	☐
• Introductions to key people who may offer support and help in the future.	☐	☐	☐
• You are treated as an individual and your needs are acknowledged.	☐	☐	☐

Feel	Home 1	Home 2	Home 3
• Warm and welcoming.	☐	☐	☐
• Professional but friendly.	☐	☐	☐
• Reassured, supported and informed.	☐	☐	☐

Notes

2 Atmosphere

A great care home...

- Has an environment that feels relaxing and homelike.
- Encourages residents to socialise and be as active as possible.
- Incorporates spiritual and cultural preferences into the home's surroundings.
- Allows families to make themselves at home allowing them to help themselves to a drink or stay for a meal.
- Supports and helps residents with daily life whilst maintaining their dignity.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• People look happy, comfortable and well cared for.	☐	☐	☐
• Privacy, personal space, and time are respected.	☐	☐	☐
• The care home looks clean and homely.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• Residents are spoken to respectfully.	☐	☐	☐
• Noise levels are comfortable — no consistently loud or competing noise.	☐	☐	☐
• Ambience is created with music or pleasant sounds or silence if preferred.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• The atmosphere is focused on and contributes positively to the experience of residents living in the care home.	☐	☐	☐
• The care home has a neutral or pleasant smell.	☐	☐	☐
• The care home feels relaxing and homelike throughout.	☐	☐	☐

Notes

3 Engagement and activity

A great care home...

- Provides opportunities for residents to enjoy activities independently e.g. knitting, puzzles, household jobs, gardening.
- Offers a range of activities that relate to the residents' personal interests.
- Provides access to newspapers, library books and internet.
- Celebrates special events, like birthdays and anniversaries.
- Themed common rooms or outdoor areas that promote comfort and reminiscence.
- Encourages relatives and friends to help and support activities.
- Acknowledges and includes cultural and spiritual preferences.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• People have opportunities to pursue activities and interests independently.	☐	☐	☐
• People look interested in what is going on or in what they are doing.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• People interacting with others and are engaged in conversations.	☐	☐	☐
• Enjoyment and laughter.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• Individual and group activities are aimed at social engagement, occupation or enjoyment and are meaningful to the resident.	☐	☐	☐

Notes

4 Interactions

At a great care home...

- Employees are easily identifiable by name and role.
- Employees care for the same group of residents every day.
- Routines are flexible and organised around residents' care needs.
- Residents are treated with respect and dignity.
- Employees are attentive and keen to offer support if needed.
- Employees are actively seeking information about the person requiring care.
- Employees look as though they have enough time to spend with residents.
- Employees are available to talk with families.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• If a resident is unhappy or distressed employees are attentive and offer comfort and support.	☐	☐	☐
• Employees are encouraging and relaxed whilst supporting and assisting the resident.	☐	☐	☐
• Employees look as if they've got time to spend with residents.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• Employees speak to residents respectfully in a personal way by name or title.	☐	☐	☐
• Employees' communications with each other do not intrude on resident time or space.	☐	☐	☐
• Interactions by employees reflect a genuine relationship and respect for the person.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• Residents are treated with dignity and respect, and acknowledged as an individual.	☐	☐	☐
• Care is focused on comfort and support.	☐	☐	☐
• Employees know each resident well.	☐	☐	☐
• Individual needs and preferences are met by the care home.	☐	☐	☐

Notes

5 Respecting the individual

At a great care home...

- Employees know residents' personal background, preferred routines, and interests.
- Employees understand each resident's abilities and support them to be independent.
- Employees understand each resident's wishes for the future.
- Residents' spiritual, cultural and sexual needs are known and supported.
- Residents' rooms are personalised and respected as their home.
- Residents are encouraged to eat when and where they want to.
- Offers a choice of menu for each meal.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• Each room looks distinctive with personal touches that reflect that individual.	☐	☐	☐
• Home offers menu choices at every meal and caters for individual preferences.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• Employees respect a resident's room as their personal space by knocking and seeking permission to enter.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• Each resident's room feels like a personal space which reflects them.	☐	☐	☐

Notes

6 Getting around

A great care home...

- Has spaces that support people living with dementia.
- Provides secure care.
- Ensures outdoor areas and gardens are safe, accessible and promote enjoyment.
- Has points of interest and places in corridors, where people can rest or pause.
- Has good signage and different areas of the home are easily identifiable by colour, furnishings/décor.
- Is accessible for all levels of mobility e.g. walkers, wheelchairs, handrails.
- Provides private, quiet areas throughout where residents can sit or see visitors.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• It is easy to find your way around the building.	☐	☐	☐
• It is easy for residents to get around and clear signage is available (toilet signage).	☐	☐	☐
• There is good lighting and spaces are identifiable.	☐	☐	☐
• There are pleasant and inviting spaces inside and out.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• There is a comfortable atmosphere without lots of intrusive announcements or noise.	☐	☐	☐
• There is minimal noise and disruption from kitchen, laundry or cleaning.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• The care home feels comfortable and secure.	☐	☐	☐

Notes

7 The care home community

A great care home...

- Welcomes visitors to stay if a resident is ill, or wishes them to be close by.
- Encourages and supports families and children to visit to spend meaningful time with the resident, for example by providing play areas and toys and games.
- Regularly welcomes community groups into the home and participates in community events and celebrations.
- Provides access to local community support like multicultural resource centres.
- Assists residents to go on outings.
- Welcomes volunteers to further support residents.

A checklist for you to consider during your tour:

Look	Home 1	Home 2	Home 3
• See visitors flow in and out of the home with ease.	☐	☐	☐
• There are community events advertised and hosted within the care home.	☐	☐	☐
Listen	**Home 1**	**Home 2**	**Home 3**
• People are being greeted and welcomed into the care home.	☐	☐	☐
• People visiting are offered assistance and direction if needed.	☐	☐	☐
Feel	**Home 1**	**Home 2**	**Home 3**
• The home feels like an active part of the wider community.	☐	☐	☐
• There is a sense of community and belonging.	☐	☐	☐

Notes

Notes

One call can make a difference

Bupa Aged Care Support Line
1800 780 038

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For more information:

Call us on 1300 302 350

Visit bupa.com.au/aged-care

Contact your local Bupa care home

The information contained in this publication has been developed and reviewed by Bupa Aged Care in conjunction with Alzheimer's Australia and is current and based on research in collaboration with Alzheimer's Australia. It is intended to be a guide only. Please consider whether it is appropriate for your own individual circumstances. Bupa Aged Care Pty Ltd ABN 74 082 931 575 (Bupa) makes no warranties or representations regarding the quality, accuracy or completeness of the information and is not liable for any loss of damage you suffer arising out of the use of, or reliance on the information, except that which cannot be excluded by law.

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