



Tour checklist

Facility Name	<input type="text"/>	Tour Date/Time	<input type="text"/>
Manager Name	<input type="text"/>	Contact Number	<input type="text"/>

Preparation & Arrival

- Prepare a list of personal needs & preferences
- Arrange a tour between 10:30 AM - 12:30 PM - when most of the activities are scheduled
- Arrive 10 - 15 minutes early - see how staff interact with each other and residents. Are the staff happy and smiling?

Activities

- See the current activities calendar. Do the activities occur every day, seem active, fun and appropriate?
- Are the scheduled activities actually occurring?
- Are the residents interacting with each other?
- Are the residents engaged, smiling & happy?

Building & Amenities

- Front door is security coded
- Does the facility feel clean, 'homely' and personalised?
- Are common areas easily accessible & clearly signed from resident's room?
- Minimal noise & disruption coming from kitchen, laundry or cleaning?
- Spacious & well maintained garden is accessible from resident's room
- See the room (or room type) that your friend/ relative will be moving into
- Does the room have sufficient natural lighting?
- Does the room have sufficient closet space & storage?
- Ask to see an existing resident's room. Does the room have a pleasant and clean smell?

Meals & Menu

- Does the current menu seem appropriate & appealing?
- Does the quality of food being served match the menu description?
- Sample a meal - is the food tasty, cooked with fresh produce and served at the right temperature?
- Was the meal cooked on-site, or was it brought in from an offsite location?

Staff

- Do staff knock on a resident's door prior to entering their room?
- Staff look and act as if they have time to attend to resident needs?
- Do staff know the residents by name, and look as if they understand the needs & differences of each resident?

Resident Q & A

- Ask to speak with one or more existing residents
- Do the existing residents appear neat, clean & groomed?
- What do existing residents say are their 'likes' & 'dislikes'?

Overall Rating

Preparation & Arrival



Meals & Menu



Building & Amenities



Activities



Staff



Facility Manager Q & A



Resident Q & A



Facility Manager Q & A

- How long have the Facility Manager, Care Manager & Registered Nurses been working at the facility?
High staff turnover is a potential indicator of poor culture.
- What is the staff to residents ratio on AM shift, PM shift and overnight?
Use this measure to compare staffing levels at different facilities.
- How often does the facility use agency staff - e.g. in the past week?
High level of agency staff use indicates an unsettled staffing roster - in turn an indicator of less settled environment for residents.
- What proportion of respite stay turn into permanent residents?
Converting potential residents from short term stays into permanent stays is a positive indicator of quality.
- Is the laundry service provided onsite, or is it taken offsite?
Reviews indicate that offsite laundry facilities lead to a greater incidence of lost clothing.
- Is the physiotherapist full time, or are they there on a 'needs' basis?
Review indicate that a full time physiotherapist generally leads to greater resident satisfaction.
- Are there any personalised activities provided?
Not all residents want to play bingo. Reviews indicate personalised activities generally leads to greater resident satisfaction.

Final Comments

Would you shortlist this facility?

1300 775 870

 **AGED CARE DECISIONS**