

2. Find an aged care home

When deciding on an aged care home, it is important to find out if the home has the care and services you need, now and into the future. The best way to find a place that suits you is to visit a few different homes to check:

- what the accommodation is like
- what types of care, services and activities they offer
- how they can best meet your individual needs
- the fees you may need to pay for care and services
- accommodation prices
- any additional services they offer.

Find providers in your local area with help from your assessor, by using the aged care homes service finder: www.myagedcare.gov.au/service-finder/aged-care-homes or calling My Aged Care on **1800 200 422**. You can then contact them to arrange a time to visit.

Meet providers

Before you visit any aged care homes, it's a good idea to make a list of the things that are important to you. You may want to take your:

- letter and referral code details from the ACAT assessor, as some homes will want to know that you have been approved to receive residential care and what services you need
- fee notification letter from DHS, if you already have the outcome of a financial assessment.

As you visit each home, you may also want to make notes about what you like, what you don't like and if you feel comfortable there. Your impressions of the staff and the environment will help you make a decision about which home is right for you.

Use the checklist at the back of this booklet to help you research and find providers that best meet your needs.

Questions you can ask providers:

- What type of care services are and are not provided? What services will I need to pay for?
- Can you help me with my medical needs such as help with taking medication or wound care?
- Can you meet my individual needs? These may include language and culture, religious beliefs, sexuality or gender identity, pets and access to medical visits.
- What are the meal arrangements? These include seating, times, menus, visitors, meals in your room and special diets.
- How do you ensure my privacy?
- How are social and cultural activities decided? How are my interests taken into account?
- What transport can I access for visiting shops, family and friends or medical appointments? How much will this cost?
- What training do the care staff have? Will I have access to qualified nurses if and when I need them?
- How many staff provide care overnight?
- How can my partner, family and friends be involved in my care? Can they stay overnight if needed? What if I want to stay with family members overnight?
- Can you arrange appointments and access to health services? Can I continue to see my own GP and other health practitioners?
- What checks are in place to ensure quality services?
- How did the home perform in its accreditation audit?
- What are you doing to improve the quality of care and services?
- What areas are you working on improving and what results have you seen?
- How do you involve older people, their families and carers in decisions or making quality improvements?
- Will I ever be asked to leave the aged care home or change rooms?

