



# 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**