

**FOOD OPTIONS  
AND PREPARATION**

Food is a critical part of choosing the right facility for your loved one. Nutritious and regular meals play such an important role in the way and rate in which we age. Some questions to keep in mind are:

**Q. WHAT IS THE OVERALL FOOD  
STANDARD OF THE FACILITY?**

**What is the menu like? Does it change regularly? Can the menu cater to my elder's tastes, allergies or dietary requirements? Are you able to trial the food at the premises?**

Being able to feel confident in the food choices available for your loved one is an essential part of making the right care decision.



**HOME PROCESSES  
AND PROCEDURES**

Every facility will operate in different ways. Regardless of the variations, it's important to keep a few key things in mind when it comes to processes and procedures. Some things to ask may be:

**Q. WHAT ARE THE FACILITY'S  
TERMS AND CONDITIONS?**

**Are there additional or hidden costs? If so, what are they? Is there room to negotiate with pricing? Is respite an option to trial the facility? How are complaints and feedback handled at the facility? What are the emergency procedures? Is the facility protected by adequate CCTV and surveillance equipment? How can you contact the facility after hours?**



**CHOOSING THE RIGHT HOME  
FOR YOUR LOVED ONE**

Choosing the right home for your loved one is a big decision. Our friendly and experienced client services team are on hand to answer any questions you may have for Vermont, including the ones in this document.

From our family to yours, hopefully these questions help you form the right decision.

**Please contact Client Services  
by phone 03 9873 5300 and at  
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# THINGS TO CONSIDER WHEN CHOOSING A NEW HOME FOR A LOVED ONE





Choosing the right place for your loved one to move to is no easy task. It requires a lot of time, research and planning to select the perfect new home.

With over four decades of experience running a family-home, we know these important considerations can seem daunting and overwhelming. To help you make the right choice that suits your loved ones needs, lifestyle and personal preferences, we've collated a document with questions to help better guide your enquiries. We've included some basic queries around:

**FIRST IMPRESSIONS / ELDER INTERACTIONS / STAFF RATIOS AND ENGAGEMENT / ACCOMMODATION / CLINICAL CARE / FOOD OPTIONS AND PREPARATION / HOME PROCESSES AND PROCEDURES**

Navigating the ins and outs of the aged care system can be time-consuming and confusing. We recommend you take this list with you into every aged care facility you are considering to see how each location compares.

While we strive to create the ideal place for every elder to call home, we also understand that everyone's preferences and needs are different.

We hope this document can help you to feel more confident that you're asking the right questions to see your loved one into the right new home for them.

It can take time to find the right option that feels like home for your loved one. If you have any further questions or would like more guidance from our team, feel free to contact us on (03) 9873 5300 or visit our website [vermontagedcare.com.au](http://vermontagedcare.com.au).



**FIRST IMPRESSIONS**

First impressions matter, especially when it comes to selecting a facility that is safe, secure and welcoming for your loved one. Some questions and observations we recommend keeping in mind are:

**Q. WHAT ARE YOUR FIRST IMPRESSIONS OF THE FACILITY?**

**Is it clean? Does it smell fresh and inviting? Are the facilities in good condition? What is the layout like (e.g. is it easy-to-navigate and well-lit)? Does it feel homely or more clinical? Are the outdoor spaces well-maintained?**

Your answers will provide you with a fair idea of what it may be like for your elder living in the facility.



**ELDER INTERACTIONS**

Your loved one will likely be sharing a lot of time and common areas with a number of other residents. It's worth taking some time to observe how the residents interact with staff, the facilities and one another. Some things to observe are:

**Q. WHAT ARE YOUR IMPRESSIONS OF THE FACILITY'S RESIDENTS?**

**Do they seem happy and engaged? What is the feeling like in common or shared areas? Are residents chatting amongst each other? Are they able to choose from a range of different activities? Can you see your loved one fitting in with this community?**



**ACCOMMODATION OPTIONS**

Every facility will have rooms of varying size, style and amenities. Regardless of the options available, there are a few key things to consider in these private settings Some things to look out for are:

**Q. WHAT ARE THE PRIVATE ROOM SPACES AND FACILITIES LIKE?**

**Is there enough space? Are the facilities shared or private? What amenities come with the room (e.g. Wi-Fi, television, landline etc)? Does it feel homely or more clinical? Is there an option to bring personal furniture and to store belongings? What features come as standard in the room? Is there enough equipment in the room to allow your loved one safe and easy access of the space? Is the equipment well-maintained?**

It's also worth asking each facility about the option to change accommodation preferences in the future. For example, your loved one may wish to move to a larger room or respite care may be required.



**CLINICAL CARE**

The standard of clinical care is of the utmost importance when choosing the right facility for your loved one. Some things to consider are:

**Q. WHAT ARE THE FACILITY'S CLINICAL CARE REGIMENT AND POLICIES?**

**How does the clinical care team deal with pain and medication management? How does the clinical care team deal with wounds and palliative care? Are the residents able to keep their regular general practitioner (GP)? Does the facility have partnerships with specialists and an allied health team? If so, what additional care can be brought in and how much notice is required?**

Every facility will have a slightly different approach to clinical care. It's worth asking detailed questions around your elder's particular care needs early in the conversation with different facilities to confirm these can be accommodated.

