

Your loved one and aged care

TIPS ON HOW TO CHOOSE THE RIGHT PROVIDER



Choosing the right aged care provider is a daunting but important decision that will have an ongoing impact on your loved one's quality of life and wellbeing.

To help make things easier, below are some tips and handy comparison worksheets. Simply print out the relevant worksheet and fill it in as you go to help make the best choice for your loved one.

1. Speak with the doctor or health professional to get a complete understanding of your loved one's support needs and how these needs may evolve over time.
2. Choose from home care, residential aged care or both – home care services are ideal for people who prefer to stay in their own home for as long as possible.

As needs increase and staying at one's own home is no longer possible, residential aged care becomes the preferred option.

Sometimes, people may decide to receive home care services as a short term solution before entering into permanent residential aged care (such as when on a wait list for a residential aged care home).

3. Speak with people you know about their providers of home care services or their residential aged care home.
4. Don't base the decision simply on price – it is important to consider other factors such as longevity of staff, qualifications of staff, quality, range of services and customer satisfaction ratings.
5. Try before you buy – If you are interested in residential aged care for your loved one, they may be eligible through the Government website myagedcare.gov.au to receive respite care. Taking up this option allows your loved one to assess if they are happy with the provider before entering into any commitments.

Let our skilled care professionals help you and your loved one.

Call us today on 1800 225 474 or visit catholichealthcare.com.au

Home Care Provider Comparison Worksheet

Criteria	Catholic Healthcare (Call us on 1800 225 474 to complete below)	Other Provider	Other Provider
How many years of experience does the organisation have?	25+ years		
What is the average staff turn over? (industry average is 30%)			
What is the customer satisfaction rating?			
Are there Care Advisors who can coordinate services and equipment, Home Care Package (HCP) invoicing, budget and find the best care solutions?	Yes Each HCP client gets a dedicated Care Advisor who is local, experienced and usually qualified nursing or other relevant degrees.		
Is there a holistic approach to care spanning mental, spiritual, and physical health?	Yes		
Is there a qualified Pastoral Care Practitioners to support through times of stress, loss, or grief?	Yes (at no additional cost)		
Are there compassionate companions for support in times of loneliness and isolation?	Yes (at no additional cost)		
Is there a minimum number of hours that must be booked?			
How much is the Setup Fee, On-Call Fee and Review Fee?	Setup Fee \$0 On-Call Fee \$0 Review Fee \$0		
How much is the maximum Exit Fee?	\$500		
What specialist care is offered in my loved one's area? (i.e. Alzheimers, Dementia, Parkinsons, Blind, Deaf, etc)			
Are there retirement living and residential aged care options offered if needs change in the future?	Yes		
What qualifications do care workers have?	Cert III or more		
Have all staff passed police checks?	Yes		
Is there availability in my loved one's area?			

Residential Aged Care Provider Comparison Worksheet

Criteria	Catholic Healthcare (Call us on 1800 225 474 to complete below)	Other Provider	Other Provider
How many years of experience does the organisation have?	25+ years		
What is the customer satisfaction rating?			
What specialist care is offered in my loved one's area? (i.e. Dementia care, Respite, Aging In Place,)			
What additional services are available?			
What features and amenities are available?			
What health & wellness programs or lifestyle programs and activities are available?			
Is there a complete approach to care spanning mental, spiritual, and physical health?	Yes		
Is there a qualified pastoral care practitioner to provide support through times of stress, loss, or grief?	Yes		
Are there compassionate companions for support in times of loneliness and isolation?	Yes		
Are home care options offered if there is a wait list for the residential aged care home?	Yes		
What qualifications do care workers have?	Cert III or more		
Have all staff passed police checks?	Yes		
Is there availability in my loved one's area?			
What are the costs involved?			