

Choosing Your New Home

A Guide to Helping You Determine the
Best Residential Aged Care Home for You



Developed by:


VASEY RSL CARE
SERVING THOSE WHO SERVED

“Where do I start?”

We plan much of our adult lives – our career, where we live, children, schools, holidays, hobbies and so on.

But when it comes to aged care, many of us put off making a decision. Before we know it, an event outside of our control takes over.

Suddenly, we urgently need to think about residential care, or in some cases, the decision is taken out of our hands.

Whether you are planning ahead or find yourself suddenly looking for residential aged care, the following pages will take you step by step through some important considerations.

We hope you find this guide useful and we wish you success in finding your new home.



Choosing a new home should be a positive life experience, no matter what stage of life we are at.

Downsizing, decluttering and moving can be a challenge, but at the end of the project, your move should leave you feeling happy, safe, secure and well looked-after in your new surroundings.

Here are a few important 'Do's' and 'Don'ts' to bear in mind:

Do...

- ✓ Do find out as much as you can – ask all the questions that you want to ask
- ✓ Do visit a number of residential homes so you can see how they vary
- ✓ Do assess what is important to you: what things are essential and what things can you compromise on?
- ✓ Do think about the location: do you want to be near your current home, near to friends or family, or in a specific location?

Don't...

- ✗ Don't rush. Things may seem urgent, but this is an important decision and it should not be made in a hurry
- ✗ Don't sign up for the first place that is offered: it might not be the right one for you
- ✗ Don't assume that if a home is good for someone else, it must be good for you: you may have different needs, values, tastes and desires
- ✗ If possible, don't move in without visiting and seeing for yourself



Whereabouts Will You Live?

Some people choose to stay in the area they currently live in; others choose to move to an area where they will be close to family or friends; some may move to where their friends already live; and for others, the choice of location is not so important.

This is a personal choice, and if you don't know which is best for you, keep all your options open to begin with.

Points to consider

- How involved are you in your local community?
- How often do you go to regular local events and how do you get there?
- Do you rely on other people to help you with tasks and transport? If so, who, and where are they?
- For those who help you, would there be any difference for them if you were in one location or another?
- What are the costs for residential care in the locations you are considering? There can be substantial differences in costs according to the location.
- Would you have more or less independence in different locations, such as access to public transport?
- Talk to others who have moved into residential care and find out their thoughts on location.



Your Notes

What is Important to You?

We have a lifetime of experiences, events and relationships, with highs and lows, good times and bad – we have a unique set of friends and family, and we have our own personal and cultural heritage.

All these things shape us and determine what is important to each of us.



Consider what matters to you

Below are a some suggestions to help you consider what is important to you – there is space for you to add other things that are particularly important to you.

- | | | | |
|---|--|--|--------------------------------|
| <input type="checkbox"/> Family | <input type="checkbox"/> Trust. | <input type="checkbox"/> Helping others | <input type="checkbox"/> |
| <input type="checkbox"/> Friends | <input type="checkbox"/> Respect | <input type="checkbox"/> The environment | <input type="checkbox"/> |
| <input type="checkbox"/> Work and career | <input type="checkbox"/> Kindness | <input type="checkbox"/> Music | <input type="checkbox"/> |
| <input type="checkbox"/> Education | <input type="checkbox"/> Courage | <input type="checkbox"/> Technology | <input type="checkbox"/> |
| <input type="checkbox"/> Culture and traditions | <input type="checkbox"/> Humour | <input type="checkbox"/> History | <input type="checkbox"/> |
| <input type="checkbox"/> Honesty | <input type="checkbox"/> Religion or faith | <input type="checkbox"/> Security | <input type="checkbox"/> |
| | <input type="checkbox"/> Spirituality | <input type="checkbox"/> Hobbies | <input type="checkbox"/> |

Most residential care homes publicly state their Mission, Vision and Values: it is helpful to check these and see how your values compare with theirs.

Your Notes

What Assistance Do You Need?

Residential care homes provide help and support to cater for your wellbeing – physical, spiritual, cultural, social and emotional.

Consider your current lifestyle and your health and wellbeing needs: make a note of the assistance you are looking for (you can use the space below if you wish).

- What activities are provided for your wellbeing?
- What medical practitioners and allied health professionals are available?
- What transport options are there?
- What personal care will you need help with?
- What are your health care needs?

Respite Care

Most aged care homes offer residential respite care. This is short-term care – a week or a few weeks – usually to provide a break for the people caring for you. The availability of respite care depends on the home and will usually need to be booked in advance.

Memory Support Units

As life expectancy increases thanks to progress in medicine, a growing number



of Australians are living with cognitive impairment.

Most aged care homes have a Memory Support Unit which offers specialised care for those living with dementia, including Alzheimer's Disease: these units have staff with a greater understanding of the needs of residents living with dementia in a safe, secure and comfortable environment.

Care Needs

Think about your needs now and how they may change in the future and have your questions ready.

Your Notes

Arrange Some Tours

Residential aged care homes are used to having prospective residents and their families visit.

COVID-19 requirements may affect tours so check with the aged care home for details.

Who Should Visit?

You may feel quite comfortable to have a tour alone. However, it is helpful to have a trusted family member or friend with you so you can discuss the pros and cons of each home with them after your tour. Ideally, the same person should accompany you to all tours so they have the same knowledge as you.

What to See?

During your tour, you may ask to visit specific areas of the home, such as communal areas like lounges, dining rooms and outdoors areas, and private areas such as a typical room and en suite bathroom.

You may also request to speak to staff and residents at the home.

Make Notes and/or Take Photos

Much like any house hunting experience, once you have visited a few places, it can be hard to remember which was which!



You may find it helps to **take photos**. You must ask if it is permitted, and you are likely to be asked not to take photos of the residents and staff.

Write notes about your visit, either at the time or straight after your visit, so you can remember the important details.

You may like to **use the form** on the following pages: photocopy enough of these so you have one for each tour. This will help you assess the same aspects and features of each aged care home you visit.

Your Notes

On Your Tour

Print multiple copies of this form and use one for each tour you take.

Name of Home: _____ Date of Visit: _____

1. On Arrival

	Yes	Not sure	No
Were you made to feel welcome?			
Could you tell which people were staff?			
Did you get a good feel about the residence on arrival?			
Is there anything about your welcome that you particularly liked/didn't like?			

2. About Your Tour Guide

	Yes	Not sure	No
Did your tour guide introduce themselves in a professional and friendly way and explain their role clearly?			
Did your tour guide listen to your questions and answer them fully?			
Did your tour guide give their full attention to you/your group?			
Did you feel that you were treated with respect?			
Is there anything about your tour guide that you particularly liked/didn't like?			

3. About the Home

	Yes	Not sure	No
Was the home clean and tidy?			
Did the home have a neutral or pleasant smell?			
Did the home have a good atmosphere?			
Was the home pleasant and inviting? Did it feel homely?			
Were there outdoor spaces that were friendly and inviting?			
Was there good signage within the home?			
Was the home quiet and relaxed?			
Was the home well lit?			
Was there anything about the home that you particularly liked/didn't like?			

4. The Staff

	Yes	Not sure	No
Did staff members appear friendly?			
Did staff members know residents well and address them by name?			
Did staff members knock and wait for a response before entering residents' rooms?			
Did staff members have good interactions with residents, showing respect, concern and encouragement?			
Any other comments about the staff?			

5. Residents

	Yes	Not sure	No
Did residents look comfortable, happy and well cared for?			
Did you hear chatter and laughter as you toured the home?			
If any residents had visitors, did the visitors seem relaxed and happy?			
Were there any children visiting: if so, were they happy and relaxed?			
Did you notice if residents were involved in activities and/or had opportunities to pursue their interests?			
Were residents interested in what was going on around them?			
Did you get a sense of community and belonging?			
Any other comments about the residents?			

6. Overall

	Yes	Not sure	No
Did you get an overall positive feel about the home?			
What made you feel this way?			

More Resources

My Aged Care Website (Federal Government)

The My Aged Care website was established by the Australian Government to help you navigate the aged care system. It is part of their goal to give people more choice and control and easier access to a full range of aged care services.

W: www.myagedcare.gov.au

My Aged Care also has a contact centre available 8am to 8pm Monday to Friday and 10am to 2pm on Saturday:

T: 1800 200 422



Entry into Aged Care Booklet (Federal Government)

The 'Entry into Aged Care' booklet is available online here: <https://www.dss.gov.au/ageing-and-aged-care-tools-and-resources-residential-care/five-steps-to-entry-into-an-aged-care-home>

This booklet gives five steps to follow and what to do at each step, to help you understand the process for moving into an aged care home.

Hard copies of this booklet (quote DSS1419), and other aged care information products are available by contacting:

T: (02) 6269 1025

dss@nationalmailing.com.au



Vasey RSL Care

This document has been developed by staff at Vasey RSL Care with feedback from residents in our aged care homes who have already undertaken this journey.

If you have any questions, please feel free to call us or visit our website:

W: www.vaseyrslcare.org.au

T: 1300 602 108



Our Legacy

Vasey RSL Care was formed when Vasey Housing Victoria (for war widows) and RSL Care Victoria (for ex-servicemen) came together in 2004.

Whilst our services prioritise war widows/ers and ex-service personnel, we warmly welcome people from the general public to our Residential Aged Care and Home Care Services.

Our Purpose

Serving Those Who Served

Our Vision

That veterans and war widows live with independence, control and dignity, feeling safe, valued and respected.

Our Promises

Traditional Values

We honour our heritage and traditions.

Security

We strive always to provide you with safety, predictability, punctuality and attention to detail.

Care

We provide compassionate care that is considerate of the individual.

Camaraderie

We welcome and accept you: we encourage you to connect and share.

Dignity

We foster respect, privacy and dignity for all.

Fulfillment

We do everything in our power to enable you to continue to live a life with meaning and purpose.

Quality

Our community deserves the best available care and we are committed to evidence-based, innovative practice that puts you at the centre.

Choosing Your New Home

Vasey RSL Care Brighton



Vasey RSL Care Brighton East



Vasey RSL Care Bundoora



Vasey RSL Care Frankston South





VASEY RSL CARE

SERVING THOSE **WHO SERVED**



Vasey RSL Care has a proud tradition of over 100 years' care and service. Services include Ex-Service Accommodation for all ages, and Home Care and Residential Aged Care for older Victorians. Whilst we traditionally prioritise war widows/ers and ex-service personnel, we warmly welcome people from the general public to our Residential Aged Care and Home Care Services.

Vasey RSL Care

T 1300 602 108

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