

## Finding the Right Aged Care Home

### **How do I find out what is available?**

Finding the right aged care home can be both time consuming and frustrating. When starting your search for an aged care home it is important to consider:

- The type of care you need. This includes thinking about the type of care you are likely to need in the future.
- Features or services important to you. You may be very social and prefer a home with a full activities program. Alternatively, you may speak a language other than English at home, and prefer that staff be able to speak your native language.
- What you can afford.

Senexus will help find the right aged care home for you. We provide you with information about aged care homes in your area that meet your care needs and personal preferences. Our local knowledge of aged care homes means that you will get highly personalised recommendations.

You can also find out more information on particular aged care homes on the My Aged Care website [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### **How do aged care homes decide who to accept?**

Aged care homes can only offer a place when they have a vacancy, and many homes have a waiting list.

The waiting list for most aged care homes does *not* operate on a first-come first-serve basis. An aged care home will generally select someone who best fits their profile irrespective of when that person entered the waiting list.

### **Important!**

This document is only a guide to the Government's law and policies and does not take into account your individual circumstances. Senexus Aged Care Solutions recommends that you seek appropriate professional advice relevant to your particular situation.

Several factors may impact on who receives the place, including the home's ability to meet the care needs of the individual, as well as the home's own business considerations.

### **Can I apply to more than one aged care home?**

Yes. You can apply to as many aged care homes as you wish. When a place becomes available, the aged care home will contact you (or your contact person).

Once you have accepted a place it is important to notify any other aged care homes that you had applied to so that they can remove you from their waiting list. When you engage Senexus Aged Care Solutions, we take care of this as part of our standard placement service.

### **How will I know which aged care home is the right one for me?**

Once you have received your tailored shortlist of suitable aged care homes from Senexus the next step is to go visiting.

While all of the homes on the shortlist have been identified based on your care needs, personal preferences and financial situation, each home has its own style and character. Visiting each home will give you a good indication of what the accommodation is like and whether you think you will be comfortable living there.

During each visit you may wish to note down the way you feel about the home, including the things you like and don't like. Senexus will provide you with a checklist of issues to consider and questions to ask. Knowing what to look for and which questions to ask can make a big difference when it comes to making the right decision