



How quickly can you move into a Moran Aged Care Home?

It depends on whether there is a waiting list and when vacancies arise. We recommend you contact the Resident Liaison team on 1300 544 944. If there are vacancies respite can be arranged in a matter of days.

Can family & friends visit at any time?

Yes, friends and family are always welcome. We simply ask visitors to be sensitive to the needs of other residents, particularly in the evening when residents may be sleeping. Home opening hours are typically 8am to 8pm although families are issued access cards to enter at other times.

Can residents bring their own possessions & items of furniture?

Yes, a residents' room is their private space; the best way to make it feel like home is to bring treasured photos, ornaments and personal things to display around the room. Where space permits small items of furniture may also be brought in. Please discuss with the Resident Liaison Officer who will liaise with maintenance to advise dimensions and risk assess any furniture.

Can I view the home?

We always welcome and encourage prospective residents, family and friends to visit our homes. You can drop in but it

is always best to make an appointment to ensure that we can give you our full attention and provide you with the help and support that you need.

Will I be able to look at the room I may be offered in advance?

We appreciate that viewing your prospective room in advance can help you make that final decision. We will do our best to accommodate your request, though it will depend if the room is vacant or not. We will always try to show you a similar room to give you a feel for the space.

I am a carer with mixed feelings about residential aged care. Who can I talk to?

When a loved one moves into residential care it is natural to experience a sense of loss and feel a range of emotions from guilt to doubt to relief. It takes time to adjust to the change for both the resident and the family members. Our staff are experienced in helping with changes that affect both the resident and carers and will assist you. The National Carer Counselling Program offers support from people who understand how you may be feeling. Phone 1800 242 636.

How much does it cost?

In aged care there are a number of costs which must be met. These costs vary and depend on many factors including location, aspect, room size and whether the home offers additional services. Please see our Overview of Fees and Charges fact sheet for details. We urge all potential residents and their families to seek professional advice from a specialist financial advisor with experience in Aged Care.

10 Tips to help you choose a residential aged care home

1. Do your homework first to identify homes in your area and what they offer. It is important to choose an aged care home where you feel comfortable with the surroundings and the staff. An aged care home that offers ageing in place means that when the individual's level of support and care needs change they can stay in the home amongst familiar surroundings and staff.
2. Check who owns the home; look for experience and a company committed to the long term.
3. Phone the home; that first point of contact tells you a lot about them. How professional, friendly and helpful was the person on the phone? What did they ask you?
4. Visit the home, tour it and check the simple things such as how easy is it to move around the home. If visiting on behalf of a family member with dementia, consider if it is worth making the first visit without them.
5. Ask lots of questions, such as whether there is a dementia specific program and secure area. Also ask questions that are specific to you, like "My father is a keen cricket fan, how might he be helped to keep up this interest if he lived here?" The answers to these questions will give you good indication of the home's willingness to respond to individual needs.
6. Check that specific health and medical requirements can be adequately met by the home. Discuss individual care needs with the Care Manager.



7. Observe the staff and how they interact with and care for residents. You are looking for respect, care and compassion.
8. Check out the social activities offered to residents, how often they occur, what level of interaction residents have with the community. Confirm that residents can still maintain their interests and continue with social activities that they have always participated in.
9. Check whether staff are mainly permanent employees or if there is a high proportion of agency staff. Mainly permanent staff is preferable.
10. If you have pets, check the pet policy of the home. Some allow resident pets and some will only let pets visit. This can be an important factor if your pet is a big part of your life.

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