

What are consumers saying about aged care?



Australian Government
Australian Aged Care Quality Agency

With the new Aged Care Quality Standards setting clear expectations of outcomes for consumers from July 2019, the Australian Aged Care Quality Agency is focusing on consumer experience in aged care through Consumer Experience Reports (CERs).

The Quality Agency is able to consider this data for the first time at a sector level. From 1 July 2017 to 30 June 2018, we have conducted over 15,000 interviews in over 1,100 residential aged care services.

Over time, this data will provide valuable insights into understanding what quality outcomes mean for consumers and their representatives.

How are the interviews conducted?

During an audit, at least 10 per cent of consumers are interviewed about the quality of care and services offered at the home¹. Some interviews may be requested by the consumer or their representative, whilst other interviews may be conducted on follow up matters. This includes identified areas of risk for consumers or particular concerns that arise during the audit.

The Quality Agency also asks a random sample of consumers at the home to answer a set of standard questions about their care. These questions relate to the expected quality of care and services under the accreditation standards. Consumers with cognitive impairment, such as dementia, are included in the sampling with the interviewers trained to communicate effectively with consumers.

What are they saying?

Overall, the consumer feedback on the quality of care and services is positive:

- 97.78 per cent of those interviewed say that staff treat them with respect “most of the time” or “always” (see question 1)
- 98.31 per cent say that they feel safe “most of the time” or “always” (see question 2).

The results indicate some areas for improvement, and in response to the question, “*Would you say that you like the food here?*”, 16.03 per cent of respondents indicate that they like the food at the service “some of the time” or “none of the time” (see question 6).



The second area that requires focus at some services is in response to the statement: “*If I feel sad or worried there is someone here that I can talk to*”. 3.25 per cent of consumers interviewed “disagree” or “strongly disagree”, while 15.63 per cent gave a “neutral” response to the statement (see question 7).

Please see over the page for sector data.

How will this feedback be used?

These trends will be watched closely, with clear expectations set for providers to continuously improve the outcomes of these results. Where consumer interviews indicate quality concerns, quality assessors follow up during a site audit to understand the homes performance against the relevant standard.

Assessors also collect a range of other evidence at the service when assessing them against the standards, including broader interviews, observations, and documentation about the delivery of care.

For our random sample interviewees, we collate the answers to 10 questions and publish them in individual CERs on our website. Individual reports can be viewed here: www.aacqa.gov.au/consumer-report

CERs are published with a site audit report and an accreditation status to provide consumers a strong indicator of a home’s performance.

The Quality Agency is working to apply this powerful CER performance tool to home care services in 2019.

¹ These are site audits for accreditation or re-accreditation, as well as review audits.

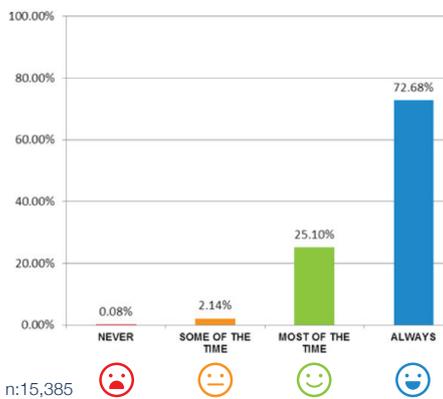
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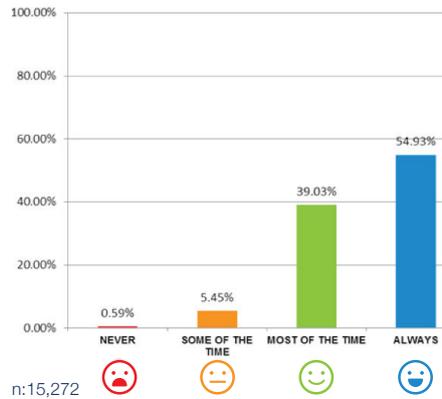
The Australian Aged Care Quality Agency interviews residents of residential aged care services and their representatives to understand their experience of care as it relates to the Accreditation Standards. We speak with a minimum of 10 percent of residents during an audit¹. The responses to 10 standard questions of a random sample of interviewees are collated and published in a consumer experience report on our website along with the site audit report.

Our consumer experience reports have now been implemented for just over one year. The results below represent over 15,000 interviews from over 1,100 residential aged care services during 2017-18.

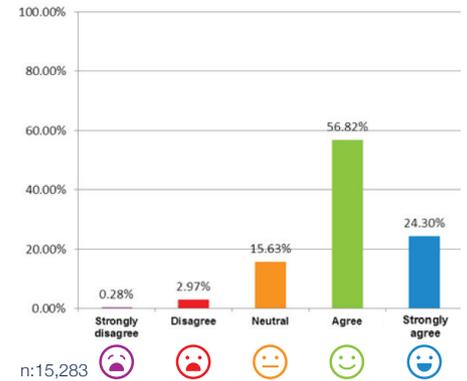
1. Do staff treat you with respect?



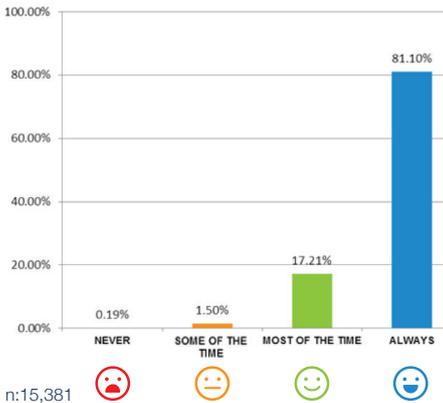
4. How often do staff follow up when you raise things with them?



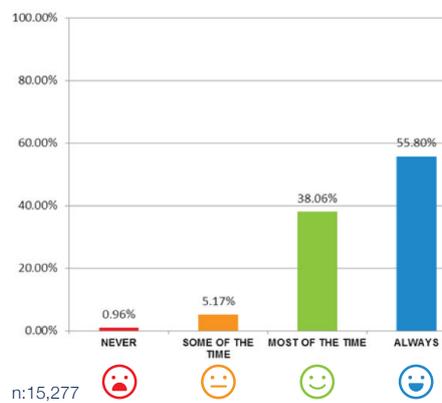
7. If I'm feeling a bit sad or worried, there are staff here who I can talk to.



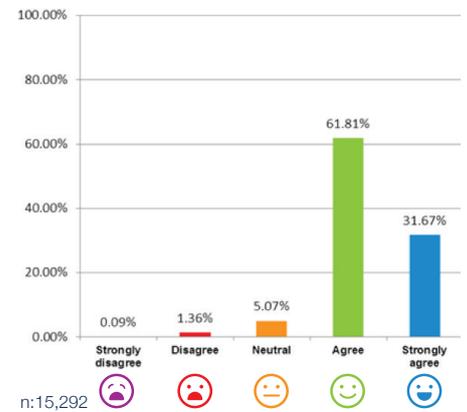
2. Do you feel safe here?



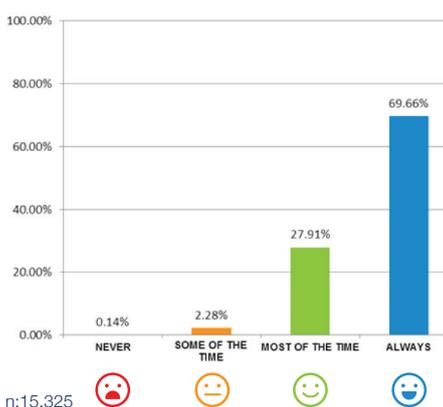
5. Do staff explain things to you?



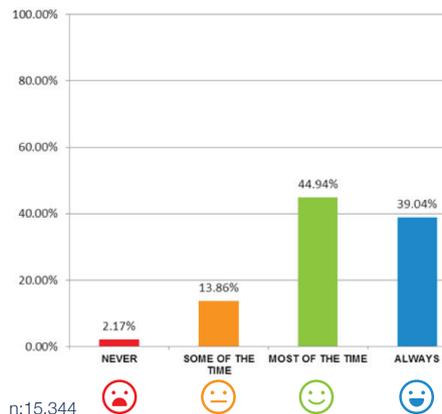
8. The staff know what they are doing?



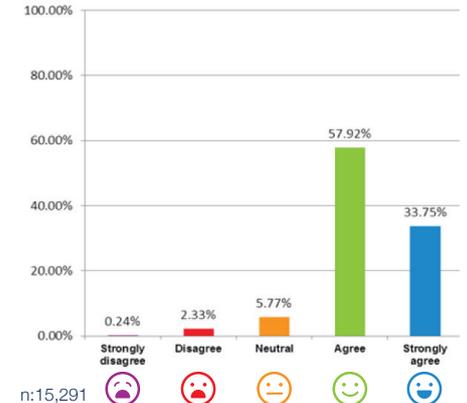
3. Do staff meet your healthcare needs?



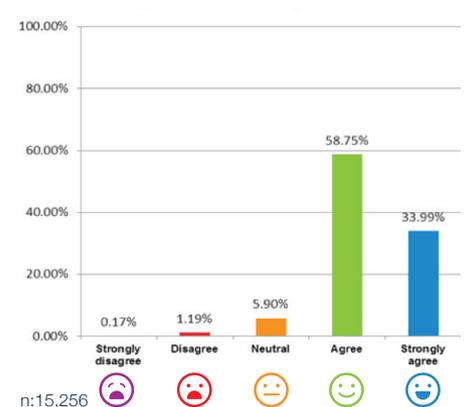
6. Would you say you like the food here?



9. This place is well run.



10. I am encouraged to do as much as possible for myself.



¹ For information about the size of the random sample, see our website: www.aacqa.gov.au/publications/consumer-experience-reports-1/sampling-and-use-of-consumer-experience-reports