



Q Search

# Catholic Healthcare Vincentian Aged Care Service

## Residents' Experience



Good

The Residents' Experience Rating shows what current residents think of Catholic Healthcare Vincentian Aged Care Service. This rating was most recently updated on 21 September 2024.

[Learn how the Residents' Experience Rating is calculated.](#)

Give Feedback  
III

## Resident Survey Results

Before you choose an aged care home, you can find out how other residents feel about living there. Do they feel safe? Are the staff kind and caring? Is the food good?

Results from an independent survey of residents are used to calculate the Residents' Experience Rating. [Learn more about the survey.](#)

What the responses mean:



Always



Most of the Time



Some of the Time



Never

Survey questions  
Survey questions and Residents' responses

Residents' responses

Question 1  
Do staff treat you with respect?



50%



42%



8%



0%

Question 2  
Do you feel safe here?



67%



33%



0%



0%

Question 3  
Is this place well run?



42%



58%



0%



0%

Question 4

Do you get the care you need?



75%



25%



0%



0%

Question 5

Do staff know what they are doing?



50%



42%



8%



0%

Question 6

Are you encouraged to do as much as possible for yourself?



58%



33%



8%



0%

Question 7

Do staff explain things to you?



42%



33%



25%



0%

Question 8

## Do you like the food here?



25%



50%



25%



0%

### Question 9

## Do staff follow up when you raise things with them?



58%



33%



8%



0%

### Question 10

## Are staff kind and caring?



75%



25%



0%



0%

### Question 11

## Do you have a say in your daily activities?



83%



17%



0%



0%

### Question 12

## How likely are you to recommend this residential aged care home to someone?



92%



0%



0%



8%

 [Print the Residents' experience results](#) for this aged care home.

## What feedback are the staff at Catholic Healthcare Vincentian Aged Care Service hearing from residents?

### Most compliments:

Staff behaviour/conduct

Choice and dignity (including lifestyle and activities)

Other (please specify)-Nil.

### Most concerns:

Physical environment (including cleaning)

Personal property (including laundry)

Other (please specify)-Nil.

## Where are Catholic Healthcare Vincentian Aged Care Service currently focused on improving?

Physical environment (including cleaning)

Clinical care

You might also be interested in how this provider was rated in:

## Quality Standards



### Consumer dignity and choice

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.



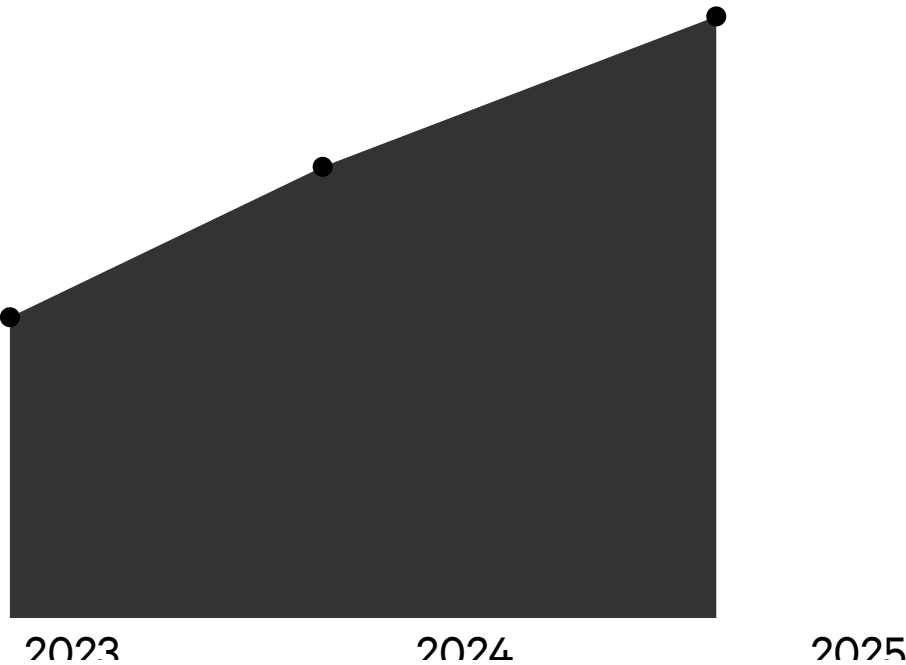
### Feedback and complaints

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Give Feedback

## Residents' Experience Ratings history

This graph shows how the Residents' Experience at Catholic Healthcare Vincentian Aged Care Service has tracked over the last 3 years:



Show as a table ▾

The stars-based residents experience rating was introduced in December 2022. It's updated every 12 months.