

# Buckland Village

★★★★☆ 4 Reviews | [Write a Review](#)

39 Hawkesbury Rd, Springwood NSW 2777

Phone (02) 4752 2500

## Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

[Buckland Aged Care Services](#)

★★★★☆ (4 Reviews)

N/A

\$540,000

### Resident or Service User Review

### Tour Review

Quality of building



Quality of staff & care



Quality of food



Quality of lifestyle & wellbeing



Overall quality



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## 4 reviews

Adrianna7365

Aug 01, 2017



I would like to know how the management can justify leaving the residents in their rooms all day with very little socialisation at all. My mother has been in this nursing home for 18 months and you can see the life draining from her eyes. The basics are cared for but the isolation and boredom is huge. The staff employed to provide activities for the clients are wonderful however they are fighting a losing battle when a lot of the residents are left in bed all day. Please don't forget the emotional, spiritual and psychological needs of the residents. Just being fed and clean isn't enough. Employ a couple of extra staff for activities and improve the life of these residents.

Allen3214

Feb 20, 2016



Buckland Aged Care is set in a beautiful setting. There food service is quite different to any aged care facility I have had experience with. Most facilities try to give residents a nice dining experience. Buckland's food service is based on hospital delivery of food. Everything is cooked some time before it is served. I am not sure how many hours before, and it sits in a Burlodge trolley until it is time to be served. The menu is a one month rotation, any change takes 2 days to get into the system and to take effect. The food is cooked on the premises in what I have been told is a state of the art commercial kitchen. From my understanding they don't have a chef on staff. I haven't been present for all meals but the ones that I have tasted have been quite tasteless, dry or overcooked. Some meals can very nice. At breakfast toast served has been cooked prior to serving and is cold and hard, roast beef or chicken for salads and sandwiches is delicatessen meats, fish is frozen, desserts can be pre-packaged. The dining rooms are very ordinary more like a cafeteria than a dining room - no tablecloths. Most of the staff are very caring but others just see it as a job and think nothing about talking to a resident in a very unkind way. Complaints seem to fall on deaf ears. Settling into an aged care facility is difficult I would like my loved one to move, but they don't want to have to resettle. A lot of other facilities use the cook/chill service of food which I think would be a lot more tastier. Heaters in the rooms are two speed off and hot, no ceiling fans, just a split system in each dining room. Just make very thorough enquiries before deciding on which aged care facility your family member will go into.

Nikolas5167

Jun 29, 2015



A wonderful facility with caring and dedicated staff. The hardest decision I have ever had to make by placing my husband in an aged care facility, but this facility is unbelievable, not only in the building itself, but the quality of care and the friendliness of staff, not only to my husband, but myself as well. The food is exceptional, there are lots of activities and they spoil him "wrotten"!

Penny44

May 05, 2015



My mother, Zoe Westgarth, was in Buckland Nursing Home in Springwood in the Blue Mountains after having a fall in her retirement unit at the same address and ending up in a wheelchair. The retirement unit she had before the fall was well appointed, quiet and there were lots of activities. 99% staff were wonderful to her, in fact, dare I boast, but my mother was truly the "star of the show" there. She rode around in her wheelchair, with her salt cellar tucked behind her cushion (they don't give me enough salt!); she read avidly and wrote the book reviews in the monthly newsletter; she used her laptop to send emails (although often my brothers and I would get a few blank ones as she could never find them once they minimised to the task bar, before we got one with anything in it! She was also on the food committee for a time. The cordless phone she carted around with her was often being used as she nattered away with the other hand wheeling her chair. If nurses were hard to find, you could always find a couple in her room with peels of laughter gathering decibels as you walked towards her room. Other residents would visit her often or she would visit them. I lived very close by and saw her almost every day so I really got to know all the staff extremely well. Staff were also very tolerant with the somewhat difficult residents but there were only a few. It was overall, a happy place. If there was anything I didn't like it was when they stopped letting dogs visit residents but I know that was out of the actual nursing home's control. My mother really loved it when I could take my small dog to visit her but then they stopped that, even outside so she never saw her again. Dogs are such good therapy, especially for depressed residents of which there were a few. She was given bubble baths being lowered into the bath in a sling when staff time permitted. Her laundry was beautifully done, folded and put away, her dentures cleaned for her. The permanent staff were faultless even when short staffed. Three months before she passed away. she had what was probably a TIA, and began talking to lavender sprigs, sending my deceased father messages via rose petals, and phoning people on her calculator and having long conversations. She also developed renal failure and all this time, the staff cared so well for her and the more frail she became, the more they cared. Her special nurse was Libby and she was wonderful and they had great laughs and the same sort of sense of humour. She had been allocated a lovely room in the new building but didn't quite make the extra week. After just over 4 happy years in the Nursing Home, and the day after her 89th birthday (having said to me when she again asked how old am I now?, her comment "oh that's enough birthdays for me", and died at 11.30am the day after her birthday, on 17 May 2007. I hadn't seen nurses actually crying before when someone had died but they sure did when my mother died. I sat on the back step with Libby just outside my mother's room and we cried on one another's shoulders. I am very saddened to hear of many nursing home not caring for their residents to this standard these days. I did do a lot of research in the area before deciding, with Mum, to be at Buckland Nursing home. I highly recommend it. Where I have given only 4 stars was largely due to shortage of staff. With pleasure Penelope Westgarth (Penny)

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