

# Ozcare Ozanam Villa Burleigh Heads

★★★★☆ 4 Reviews | [Write a Review](#)

20 Matilda St, Burleigh Heads QLD 4220

Phone (07) 5507 0800

## Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

Ozcare

★★★★☆ (26 Reviews)

N/A

\$390,000

## 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

Adolfo5800

Sep 25, 2018



I hold EPOA for my elderly uncle who has no children.He is in aged care in QLD.I travel from NSW once a month. As i no longer advise the staff when i would be attending now i was horrified on my last visit to the state of his feet..his attire...the loss some 6 months ago of his reading glasses which i was not informed about. Feedback is not voluntarily forthcoming so i have now requested quarterly reviews on doctors visits..hygiene..sleeping patterns. Eating habits..social activities and feel now that by demanding extra feedback to be more forthcoming i am a little easier with his well being. My visits will still be on a surprise nature to see if things improve.

Emma\_\_

Dec 05, 2016



Victor is clearly a member of Ozcare management. Or perhaps because he lives interstate he has not much clue what is happening apart from what he is told over the phone. There rarely is any individual attention to the residents. The food menu has strange options of spicy foods (for the elderly, really?), and is loaded with salt and sugar. My relative has never consumed so much biscuit/ sweets/ junk food, like pizza, in all her life. The staff are focused on their one immediate task and always respond to any question by saying they are busy and will log it for someone else to follow up tomorrow - which, unsurprisingly, does not occur. I could only recommend this place for families that want to warehouse their elderly relative close to a nice beach.

Victor3873

Nov 10, 2016



My beautiful aunt could not be in better hands.The staff are so friendly and helpful to all the residents and show such patience for these elderly folk.A special type of Carer is guaranteed in my chosen facility..I live interstate to the facility and I call the staff once a week and they always know exactly what has happened with the care that is required fitting of a very frail

and elderly relative. With such bad media reviews over the last 12 Months my personal opinion is that this Aged Care Facility is just wonderful and can find no fault with the services and care given to all residents in the high care wing.

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Amira3195

Mar 15, 2016



I was my elderly mother's carer for many years. She had patkinsons disease, hypotension and progressive kidney disease. She was at the point of being completely bed ridden. Doctors advised I could no longer care for her and would be best to put her in 'high care' in a nursing home. She had many falls while confined due to being made to have all her meals in the dining room. No follow up by doctor's/hospital was offered unless I insisted. When finally at the end she was admitted to hospital; one of the staff said to me "she had another fall a couple of days ago but we think now it may have been a heart attack". She passed a few days later.

Facility information, including facility name, operator and location provided courtesy of the Department of Social Service's My Aged Care. All reviews are the personal opinion of the reviewer, and do not necessarily reflect the views of Aged Care Reviews Pty Ltd, and are monitored according to the site's Content Guidelines.