

Regis Armadale

★★★★★ 7 Reviews | [Write a Review](#)

607-613 Dandenong Rd, Armadale VIC 3143

Phone **03 8563 7000**

Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

[Regis Aged Care Pty Ltd](#)

★★★★★ (241 Reviews)

N/A

\$790,000

Resident or Service User Review

Tour Review

Quality of building



Quality of staff & care



Quality of food



Quality of lifestyle & wellbeing



Overall quality



[Get Information Pack Now](#)

[Book tour](#)

[Make an enquiry](#)

7 reviews

Callie4037

Sep 25, 2018



My mum and dad shared a room at Regis Armadale for the past 20 months until my mum recently passed away. They were very happy there and settled in quickly, being well cared for in a warm, family orientated environment. My dad has chosen to say on at Regis Armadale and I am happy with his decision

Deven1214

Aug 24, 2016



Lovely facility, they looked after mum really well. The programs and offerings are great. Very warm environment.

Era5386

Jul 24, 2016



Finally removed mum. Management atrocious, non caring, appear to listen but do not follow through. Food reasonable but boring and repetitive. Nurses appear to care but are just so stressed never available. Care workers most Asian present communication issues. (Mum has dementia so sometimes became scared and did not understand or recognise Asian faces/voice, Mum better with carers who had Caucasian cultural background). Too expensive for what is actual provided by way of care, facility looks drab and carers, nurses look stressed all the time and as a result probably lends to their mistakes and miscommunication issues experienced by my self and other family members. Management hideous. Good luck it is really hard but wouldn't bother with Regis McKinley House. Sue Ellen

Abraham9859

Feb 06, 2016



Whilst this facility meets home care standards technically speaking. Too many staff working there are culturally too different from my Dad. Staff did not understand care needs properly and where unable to communicate with Dad well enough that he felt secure and cared for. The facility was once of a good and reasonable standard looks shabby now which is a shame. I

have found staff to be of untruthful nature as is the Manager (PP). Although, I believe she has been replaced by a different Manager with a clinical background and not just a Sales background which is probably a much better, less profit driven more caring experience in reality. It is really tricky to find a suitable facility but don't give up. We managed to in the end. I wouldn't bother though with McKinley House, way too expensive for what they purport to offer. Respite care might be OK for a while though there but not long term.

Doris3249

Dec 29, 2015



This particulate facility is more interested in quantity and not quality. i.e. 'getting bums on seats' as it were, especially as this company has recently been listed on the ASX, so they now have share satisfy and I think they do so at the expense of the care needs of residents which is a huge shame. I have now moved my Father to a more caring facility and he seems to be thriving much better there. My dad was there for over 8 months and I found the Manager to be particularly cold and distant. As she comes from a Sales background and not a Clinical care background, she really has no true and authentic insight into the proper care needs of residents (and one on one care, I think they refer to it as client centered care) including poor resident to staff ratios and general communication promotion among her staff, particularly nurses and the personal care attendants. Unfortunately, when my father was in the facility I only ever notice 2 white Australian's, mostly staff are Asian and the majority are India background with distinct English speaking issues so at times it made it very difficult to communicate my Father's need properly. Most of the staff look miserable and stressed. Life style is good though and food is good, but you do pay a lot of money and do not really get good value, unfortunately. The food is very good though but general staff and care is poor.

Evans5908

Sep 29, 2015



My father is at Regis Aged Care McKinley House in Armadale, Victoria. This is his fifth nursing home in 4 years! He is a high care resident and this has been the best facility he has been in....he seems very happy and the care provided is a very high standard.

Freeda4624

May 05, 2015



Husband (under the age of 65) admitted to local so called 5 star Extra Service facility for 10 days respite. Poor food, terrible care, lack of interest, took no notice of listed two page care plan, I had to visit daily as there was no way I could have left him there - nearly blinded him as did not put in simple eye treatment. He was basically abused by their treatment. Has had respite elsewhere where nothing like this happened. Very upsetting and complained to the Aged Care Standards Team who were sympathetic and agreed but could do little else. Elderly residents seemed to be "dumped" by their families, called out night and day, wandering around in their continence pads and little else. Very disappointed with this facility and the quality of the majority of its staff. I doubt they know how to care for a younger person with high care needs and never should have agreed to this for us in the first place. No Wi Fi, no computer access, husband treated like he was demented when he has full cognition. Appalling.

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.