

Southern Cross Care Lynbrook

★★★★☆ 10 Reviews | [Write a Review](#)

500 Evans Rd, Lynbrook VIC 3975

Phone (03) 8768 6100

Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

[Southern Cross Care \(VIC\)](#)

★★★★☆ (23 Reviews)

N/A

\$500,000

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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10 reviews

PaulChilli

Sep 28, 2018



Very Short staffed on weekends, small staff to resident ratio.

Jermey9178

Sep 25, 2018



The atmosphere in this home is corrupted because of one carer who has bullied the residents and colleagues whilst under the mistaken belief that she is indispensable. Her colleagues have all made complaints, as have I, but these were simply ignored. Without her presence, this facility would rate more highly. Most of the carers were attentive and caring but overworked.

Amiya7227

Sep 25, 2018



The overall quality of services, the building and staff from what I have seen are very good. This is at quite a premium though as the fees are quite expensive. It seems also that he is being charged for internet access separate to his other residential fees. Considering the amount that he is being charged I feel that this should be included as it is a vital part of his and other residents' lives.

Brice2050

Sep 25, 2018



The facility is very welcoming and friendly. Food is quite reasonable but lack red meat. Residents on a whole are settled and happy

Eldest daughter



Sep 18, 2018

My mum was only in for respite, however i was not very impressed with how the staff were treating the other clients when i went in for a visit. A person asleep in a layback chair was being violently smacked around the face to make them wake for morning tea. This property is now known as Mercy Place Lynbrook

Evalyn1166

Nov 11, 2016



On the whole the care and consideration extended to my mother was very much appreciated by my family. Food could have been more varied at times. Her clothing, bedding and room always looked neat and spotless. Visiting was always a pleasure and staff seemed to work as a happy team to make residents as comfortable and settled as possible.

Riley8349

Nov 26, 2015



I think this facility is as good as possible under the funding it receives from the government. The staff do as well as possible, but at times fail to give proper care when short of staff or time. There are a very few carers who should not be working in a dementia ward, as where my husband lives, for they do not have either the personality or training to do so. I am so grateful for the many talented, dedicated, hardworking and cheerful carers who persevere in care giving.

Korbin5986

Oct 07, 2015



The residential care facility I am very familiar with has the potential to be the best around. Great staff and management are stalled in their efforts by the lack of staff (funding) which leaves the residents lacking in some areas.

Annabell8994

Oct 04, 2015



This is a very good nursing facility. The staff is excellent and the very few inadequate carers are easy to spot. The care given to residents falls short of ideal only because there are not enough staff. Although there are a number of lifestyle carers, some are not fully aware of the very special needs of dementia patients. In my humble opinion there really is no lifestyle, but all residents seem to be peaceful in the very least.

carltonfan1967

Nov 03, 2014



The facility is quite good and new in appearance with all the residents that I saw appearing to be well looked after and comfortable however. It did seem however that for the money that they paid more of an effort could be made for the residents facilities. This could include having Wi-Fi or other internet available, apart from two computers which apparently often didn't work. Also there could have been made available books, magazines and videos for residents to use in the privacy of their own rooms. Apart from this the facility was quite good and nothing like some of the horror stories that you hear about nursing homes.

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