

Southern Cross Care Stretton Gardens

★★★★☆ 4 Reviews | [Write a Review](#)

209 Illaweena St, Drewvale QLD 4116

Phone (07) 3373 9000

Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

[Southern Cross Care \(QLD\) Inc](#)

★★★★☆ (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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4 reviews

goelsewhere

Nov 09, 2017



This facility is very well presented but as we found out has lots of hidden issues with care. We found care and hygiene was often lacking at times (we were constantly on to them). Outings were supposed to be happening but got fewer and fewer until they stopped completely due to different excuses. Staff were obviously prepped on what to say to relatives and seemed afraid of management. I witnessed a wheelchair bound resident state she needed to go to the toilet. She was told to go in her nappy and it would be cleaned up when the nurse had time. You have to insist on your parent going to the hospital if things get bad, or they will just let them die. Recommendations given from the hospital were disregarded. When questioned as to why, the manager explained the care would basically be her way and we were latter told quite abruptly, if we didn't like it, then we could leave. We were then shown the door. I'm not sure if there is a staff shortage or just bad management. Some of the staff are lovely and caring but appeared too scared to speak up. I don't know what goes on there maybe just a business, but they seem to use the excuse that your parent has dementia so you can't listen to what you are being told. Well they must have had dementia only in your care because once removed to another facility, they actually put on weight and the dementia symptoms disappeared.

Brennan4634

Apr 21, 2017



We found high care needs were often lacking at times and recommendations giving from hospital were disregarded or ignored. Management was quite rude to us and we were told if we didn't like it, we could leave. I'm not sure if there is a staff shortage or just bad management. Some of the staff are lovely and caring but appeared to afraid too speak up. Outings were a lot rarer than told initially. Appears great until you look closer at the high care part.

Mrs Moran

May 25, 2015



I discovered Southern Cross Care Stretton Gardens by chance as I was in urgent need of care for my bestfriend's Mum as my bestfriend has moved overseas and her Mum had declined in her health. I was very impressed with the management of this service and with the staff. It was to me the 5 star (like the Hilton) of aged care. I was thrilled my friend, although on a pension was able to get a high care placement there. This is such a lovely establishment with big airy rooms and wonderful diverse seating areas inside and out. It was the type of place the visitors felt comfortable to visit. It has a lovely library, hairdressing salon, gorgeous outdoor areas, spacious foyer and walkways. This is the most modern style of aged care I have ever seen. I would be happy to go there in my later years. Definitely worth checking out. With my work I have been to many aged care facilities and this is one of the very best. Well done to the management and staff as well as the designers of Southern Cross Care Stretton Gardens, Drewvale. You really looked after my bestfriend's Mum well and for that we are very grateful for.

joboe1

May 12, 2015



This facility is modern and well run. All residents have their own room with en-suite, and quality furniture. The physiotherapist is present four days per week and runs a pain clinic each day, which also provides social interaction. The activity therapists are present every week day and provide a wonderfully varied program to suit the needs of all residents. As with all similar facilities, the numbers of nurses/carers could be increased, so that residents don't wait so long when they press the call button, but this is not too bad really. There are some very caring and gifted registered nurses on staff. I would highly recommend this facility.

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