

Southern Cross Care Yaraandoo

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1A Cardigan St, Somerset TAS 7322

Phone (03) 6435 1010

Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

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

★★★★☆ (14 Reviews)

N/A

\$550,000

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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8 reviews

Alaina2390

Sep 25, 2018



There is not enough staff to look after the residents.

Halie3805

Jul 31, 2017



My mothers health and emotional well-being declinded over time when a resident. I understand there would be a certain level of decline given the circumstances however she was never encouraged to participate, she was at times asked would say no and that would be it. Her confidence and self esteem plumeted and she ended up solely reliant on their services which caused her to fall out pf bed, be threatened for pushing her buzzer, bedsores from not being appropriately managed and sitting in feaces for extended periods of time. A complaint to the appropriate authorities proved pointless as the nursing home lied in their responses. What can you do. Absolutely nothing!

Diego3496

Jul 31, 2017



My mothers qaulity of life significantly declinded when placed in a nursing home. There was no positive encourage or a reason for her to feel alive. Very sad situation. Her level of care lead to her passing much early than I believe she should have, she was aged 74 at time of death. When a complaint was officially made the provider blatantly lied to which it came down to familys word against managers so of course my mothers well being and existence meant nothing. There are loop holes in the aged care system within nursing homes that really need to be filled.

Nothappy

May 16, 2017



My mother is a resident there, and is quite regularly left sitting in faeces and as she doesn't mobilise is at the mercy of the staff. Quite often they will come in and say we will be back in a minute and don't reappear for anything up to 45 minutes. She has also been left sitting on the toilet for anything up to 30 minutes. Some of the staff are quite rude, and the manager of the facility is not someone whom I feel should be in command of an aged care facility.

Stacy6560
Nov 11, 2016



My mother is a resident here, and yesterday was left sitting in faeces for 45 minutes. I spoke with the nursing staff who were at best unhelpful, descending into rudeness, when I enquired as to when she could expect to be attended to. The manager wasn't available for me to voice my concerns, but I fully intend to follow this up.

Janiya0
Jul 25, 2016



Yaraandoo's care of mum declined when her needs become higher. Certain staff members were inappropriate with comments made to mum, mum was blamed for falling out of bed. Eventually we relocated mum as the manager continued to protect the staff instead of acknowledging the problem and fixing it. Would highly recommend surveillance cameras in the room if you need to access this facility.

Melb3553
Mar 16, 2016



Yarandoo us an excellent aged care facility. They looked after my father extremely well during his stay there. They were always friendly and always willing to answer all my questions. The staff were friendly and courteous to my father. They have a great variety of activities that the residents can join in with if they want. The staff were extremely helpful and respectful when my father passed away. Yarandoi is one of the most lovely aged care facilities that I have seen- lovely building snd grounds, very nice rooms, excellent staff and amenities.0

leo2015
Jun 13, 2015



i don't think enough is done at this facility to address the need of patients with dementia. my relative became more withdrawn as time progressed, therefore making him more isolated. the rooms were not up to standard with cleanliness and often when i visited the floors needed vacuuming and the bathrooms needed cleaning.

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