

SummitCare St Marys

★★★★☆ 7 Reviews | [Write a Review](#)

57 Saddington St, St Marys NSW 2760

Phone (02) 9673 6999

Operator

Operator Average Quality

No. of beds currently available:

Residential Accommodation Deposit:

[SummitCare \(Australia\)](#)

★★★★☆ (22 Reviews)

N/A

\$250,000

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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7 reviews

Angela B

Aug 01, 2017



Staff were great just add more.

Hope5263

Mar 14, 2016



Patient care could be improved with more staff. Patients need to be treated with more dignity.

diemurphy

Jun 19, 2015



my dad was there for about 6 weeks but passed away there during the night they found him the next morning

SummitCare (Australia)

Dear diemurphy, Thank you for taking the time to write this review for SummitCare St Marys. At SummitCare we truly value all feedback. With your permission I would like to make contact with you and find out a little bit more about your experience. If that's possible please email me on reviews@summitcare.com.au Thank you once again, Claire Ward, Group Marketing Manager, SummitCare (Australia)
Jan 01, 1970

jeanette morrison

Jun 16, 2015



my husband was in st marys gardens nursing home for 23 months he passed away 8th november 2014 most of the staff were very good a few not so good very clean but the food was bad never hot had to go warm it up he asked for soft boiled eggs no we dont serve them the we took him in food every day what he liked the nursing manager michelle you

could not ask for a better person over all not to bad

SummitCare (Australia)

Dear Jeanette Morrison, Thank you for taking the time to write this review for SummitCare St Marys. At SummitCare we truly value all feedback. With your permission I would like to make contact with you and find out a little bit more about your experience. If that's possible please email me on reviews@summitcare.com.au. Thank you once again, Claire Ward, Group Marketing Manager, SummitCare (Australia)
Jan 01, 1970

Marisol404

Jun 12, 2015



my husband was in st marys gardens nursing home for 23 months he died in november last year. the only bad thing was the food it was never hot and myself and family took him in food every day and most of the staff were very nice

SummitCare (Australia)

Dear Paul8166 Thank you for taking the time to write this review for SummitCare St Marys. At SummitCare we truly value all feedback. With your permission I would like to make contact with you and find out a little bit more about your experience. If that possible please email me on reviews@summitcare.com.au. Thank you once again, Claire Ward, Group Marketing Manager, SummitCare (Australia)
Jan 01, 1970

Pauline Taylor

Jun 05, 2015



My Grandmother was in our local Nursing home for just less than 2 years before she passed away. We found that there were a lot of wonderful workers there, from Nurses to cleaners. There was also a lot of not very helpful staff. My Grandmother wore hearing aids and twice the aids were lost. The staff saying my bedridden Grandmother had lost them. After spending the thousands of dollars and replacing the aids they reappeared in the nurses locked up medication room weeks later with no explanation. We also took all of her laundry home as the harsh chemicals that were used in the homes laundry were ruining her clothes. It had also left a nasty rash all over my Grandmother's body causing her to scratch her body and drawing blood. We also had 2 hospital trips due to falls. Our Grandmother told us on one occasion that she had had a fall after being left in the bathroom unattended and had hurt her side. When we asked about this we were told there had been no fall. Later that day we noticed dry blood on her cardigan. On having a closer look we found that she had a nasty gash on her arm that needed looking at. So for a NO fall she now had to have stitches in her arm and also had a very bruised hip. The next week was spent in Hospital. Our faith in the centre was dwindling fast. As a Family we always had someone to visit and sit with my Grandmother each day, to help with her feeding and general well being as there were times that she had been missed at meal times. Having said these negative things I would also like to point out that it wasn't all bad. I just think the bad things can sometimes outweigh the good and they always leave a bitter taste in your mouth. I think the staff are run off their feet sometimes with the amount of elderly they have to look after and the care that is required. I wouldn't want their job. I think it takes a special person to look after our aging family members in a way that they too would like to be looked after. There are some wonderful carers that do their jobs to the best of their ability, and treat the elderly as if they were their own family members and then there are on workers that would be better suited working elsewhere.

SummitCare (Australia)

Dear Pauline (and also Carissa9714) Thank you for taking time to write this review, at SummitCare we really value all feedback. I understand from reading your review there have been a few things that you are not happy with. With your permission I would like to gather a little bit more information from you about what has happened and your experience, if that's possible please email me with your contact details on reviews@summitcare.com.au. Kind regards, Claire Ward, Group Marketing Manager, SummitCare (Australia)
Jan 01, 1970

Kaycee9670

Jun 05, 2015



My Grandmother was in our local Nursing home for just less than 2 years before she passed away. We found that there was a lot of wonderful workers there, from Nursing staff to the cleaners. There was also a lot of not very helpful staff members. My Grandmother wore hearing aids and twice the aids were lost. The staff saying my bedridden Grandmother had lost them. After spending the thousands of dollars and replacing the aids they reappeared in

the nurses locked up medication room weeks later with no explanation. We also took all of her laundry home as the hash chemicals that were used in the homes laundry it was ruined her clothes and left them in a dreadful state. It also left a nasty rash all over my Grandmothers body that had her itching ber body and drawing blood. We also had 2 hospital trips due to falls. My Grandmother told us on one occassion that she had had a fall after being left in the bathroom unattended. When we asked about this we were told there had been no fall. Later that day we noticed dry blood on the arm of her cardigan. Having a closer look there was a nasty gash that needed stitches. So for a NO fall she now had to have stitches in her arm and also had a very bruised hip. She then spent the next week in hospital. Our faith in the centre was swindling fast. As a Family we always had someone to visit and sit with my Grandmother each day to help with her feeding and general wellbeing as there were times that she had been missed at meal times. Having said these negative things I would also like to point out that it wasn't all bad. I just think the bad things can sometimes out weigh the good and they always leave a bitter taste in your mouth. I think the staff are run off their feet sometimes with the amount of elderly they are to look after. I wouldn't want their jobs. I think it takes a special person to look after our aging family members in a way that they too would like to be looked after. Some are VERY good at their job and some would be better suited elsewhere.

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