

Sample Priority report. This is the written comparison families receive with our paid [Priority service](#). The free Standard service gives you a shortlist and passes on the replies to one enquiry per home. It does not include this report, and we do not contact homes again if they have not replied.

The sample is based on a real enquiry. The family's details have been removed and the homes are unnamed; your own report names them. Prices and answers are what the homes told us at the time, not current quotes, and some entries in the contact log are illustrative. Not every home replies, and this sample shows that.

Senior Living Malaysia · Care Matching

INDEPENDENT SENIOR-CARE DIRECTORY & FAMILY MATCHING

seniorlivingmalaysia.org

PRIORITY COMPARISON

Ref: SLM-SAMPLE · Day 5

SAMPLE

Nursing Care Options in Petaling Jaya

For a family looking for a nursing home for their mother

We wrote to five homes and asked each the same four things: can you care for her, do you have a place now, which languages do your carers speak, and what does it cost, itemised. **Three answered on care, place, language and room rates, one answered in part, and one has not replied.** None of the three itemised extras such as diapers or consumables, so the fees below are room rates, not the full bill. All three told us they can take her and had a place at the time. Compare them on language and quoted room fees.

What you asked us to find

Who the care is for	Your mother, living in the Klang Valley
Care needed	Permanent residential nursing. Bed-bound. You told us she has no feeding tube, no pressure sores and no need for two-hourly turning. She is mentally clear.
Language	Mandarin or Cantonese with the people who care for her day to day
Area	Petaling Jaya, Subang Jaya or nearby
Budget	RM4,000 - 6,000 a month
Timing	Within one to two months

At a glance

HOME	CAN TAKE HER	PLACE NOW	CARERS' LANGUAGE	QUOTED ROOM FEE	STILL OPEN
A	Yes	Yes	Mandarin + Cantonese	RM3,500 - 5,500	Extras not itemised
B	Yes	Yes	Malay only	RM2,820 - 4,020	Extras not itemised
C	Yes	Yes	Some Cantonese	RM3,500 - 5,500	Extras not itemised
D	Not answered	Yes	Not answered	RM4,500 - 6,500	Bed-bound care, language
E	Unknown	Unknown	Unknown	Unknown	Everything - no reply

The five homes

A Home A - doctor-run nursing home, Subang Jaya

Answered - extras not itemised

CAN TAKE HER
Yes - takes bed-bound residents

PLACE NOW
Yes - a place available now

CARERS' LANGUAGE
Mandarin Cantonese

ROOMS AND FEES

Shared room (3 or more)	RM3,500	Within budget
Twin room	RM4,500	Within budget
Single room	RM5,500	Within budget

Extras: Tube feeding, tracheostomy or colostomy care is RM1,000 a month each. She needs none of these today. The home did not itemise other extras such as diapers or consumables, so we have not guessed them.

Our note: The only home here where both Mandarin and Cantonese were confirmed among the care staff. Because your mother is mentally clear and will talk to these people every day, we think that counts for a lot. The home asked which of its branches suits you better and said you are welcome to visit.

B

Home B - nursing home with an in-house GP, Petaling Jaya

Answered - extras not itemised

CAN TAKE HER

Yes - once we sent her clinical details

PLACE NOW

Yes - rooms available now

CARERS' LANGUAGE

Malay

Mandarin

Cantonese

ROOMS AND FEES

Shared room	RM2,820	Below budget
Twin room	RM3,520	Below budget
Single room	RM4,020	Within budget

Extras: These are the rates they quoted for a bed-bound resident. Chinese home-cooked meals are included. They did not itemise any extras.

Our note: Before quoting, the home asked three clinical questions: does she have a feeding tube, any pressure sores, and does she need turning every two hours? We put those to you and passed your answers back, so the rates above apply to her as she is. Its quoted single-room fee is lower than the twin-room fees at Homes A and C, though extras were not itemised. The trade-off is language, because conversation with her carers would be in Malay.

C

Home C - nursing home with two in-house doctors, Petaling Jaya

Answered - extras not itemised

CAN TAKE HER

Yes - takes bed-bound residents

PLACE NOW

Yes - a place available now

CARERS' LANGUAGE

English

Malay

Some Cantonese

Mandarin

ROOMS AND FEES

4-bed room	RM3,500	Below budget
3-bed room	RM3,800	Below budget
Twin room	RM4,500	Within budget
Single room	RM5,500	Within budget

Extras: Five meals a day are included. The home did not itemise any other extras.

Our note: The home told us it offers tube feeding, catheter care and wound care. That is more than she needs today, but it could matter if her condition changes. The owners are at the home every day. Language is weaker than at Home A.

D**Home D - nursing home group, newest branch in Petaling Jaya****Answered in part**

CAN TAKE HER

Not yet answered

PLACE NOW

Yes - but only at their newest
branch

CARERS' LANGUAGE

Not yet answered

ROOMS AND FEES

3-bed room

RM4,500

Within budget

Twin room

RM5,000

Within budget

Single room

RM6,500

Over budget

Extras: Not itemised.

Our note: They told us the price and where they have a place, but not whether they take bed-bound residents or which languages their carers speak. Those are the two things that decide whether this home can go on your list. We asked again on Day 4. Until they answer, we cannot recommend it.

E

Home E - nursing home, Petaling Jaya

No reply yet

CAN TAKE HER

Unknown

PLACE NOW

Unknown

CARERS' LANGUAGE

Unknown

Our note: We wrote to this home on Day 1 by WhatsApp and again on Day 4 by email. The WhatsApp message was delivered and the email did not bounce, but there has been no reply. We have no information from this home, so we have not guessed at any.

Every contact attempt

This is how Priority records each contact attempt. We follow up with the homes that stay quiet, up to 3 written attempts per home over 14 days, and logs each one here.

HOME	WHEN	HOW	WHAT WE ASKED	RESULT
A	Day 1	WhatsApp	Enquiry sent: bed-bound care, a place now, language, itemised costs	Answered on Day 2: care, place, language, room rates
B	Day 1	WhatsApp	Enquiry sent	Home asked three clinical questions before quoting
B	Day 3	WhatsApp	Your answers passed back	Answered on Day 3: rates, rooms, language
C	Day 1	WhatsApp	Enquiry sent	Answered on Day 2: care, place, language, room rates
D	Day 1	WhatsApp	Enquiry sent	Answered on Day 3: price and place only
D	Day 4	WhatsApp	Follow-up: bed-bound care and language	No answer yet
E	Day 1	WhatsApp	Enquiry sent	Delivered, no reply
E	Day 4	Email	Follow-up	Did not bounce, no reply

Our recommendation

How we would choose

- 1 **If talking to her carers matters most, Home A.** It is the only home where Mandarin and Cantonese were both confirmed, and a twin room at RM4,500 is within your budget before any extras.
- 2 **If cost matters most, Home B.** Its single room was quoted at RM4,020, the lowest single-room fee here, though extras were not itemised. The trade-off is language: day-to-day conversation would be in Malay.
- 3 **Keep Home C in mind if her needs may grow.** It told us it offers tube feeding, catheter care and wound care, and its twin and single-room fees match Home A.
- ✓ **Visit before you decide.** Homes A and B are close enough to see in one morning. We can introduce you to both and help arrange the visits.

Questions to ask on your visit

ON HER CARE

- ? If she comes to need turning every two hours, how do you manage it, and does the fee change?
- ? How often does a nurse check on a resident who cannot get out of bed?

ON LANGUAGE

- ? Which of the carers who would look after her each day speak Mandarin or Cantonese?
- ? What happens if the staff member who speaks her language leaves?

ON COST

- ? Is the monthly fee all-inclusive, or are diapers, consumables, doctor visits and physiotherapy charged on top?
- ? How much is the deposit, and how much notice do we give if she leaves?

ON STARTING

- ? Can she start with a short trial stay before we commit?

What this report can and cannot tell you

- Every price and answer here is what the home told us in writing, in July 2026. The final fee depends on the home's own assessment of your mother.
 - We cannot make a home reply. We make up to 3 written attempts per home over 14 days. In this example, the final attempts to Homes D and E fall on Day 9, and we update you afterwards even if neither replies.
 - We do not give medical advice. Whether a home can meet her clinical needs is for you, the home and her doctor to confirm.
 - Some homes pay us a referral fee if a family we introduce moves in. It is not added to your bill, it never changes the Priority fee, and it does not decide which homes we list or in what order.
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DK

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