

Kew Gardens Aged Care

Our Services



...we care

What is provided as part of our Extra Service Schedule?

1. ACCOMMODATION – principles

A range of accommodation and furnishing choices is available to residents in well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

1.1 Accommodation – building standards

The applicant accepts as a condition of approval that the building will meet or exceed 2008 certification standards for new buildings within 2 years of the date of Extra Service approval.

1.2 Accommodation - features

- Individual single rooms have an average floor area of 14m or more (excluding ensuite).
- Provision of toilets and showers over and above the ratios for 2008 certification requirements.
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability.
- Heating and cooling systems for residents' rooms that are individually controllable by the resident or staff.
- Internal lounge/dining/sitting rooms at a minimum ratio of 1 per 10 residents.
- At least one private function/dining room for residents and visitors, separate from main dining area(s).
- Natural light and vistas to a majority of residents' rooms.
- Courtyards, balconies or verandahs accessible to a majority of residents.
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids.

1.3 Accommodation – furniture and fittings

- Colour coordinated décor and quality fittings. Includes quality furniture, maintained to a high standard comparable to furniture found in people's homes, e.g. mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc.
- Superior quality floor coverings (e.g. carpet, cushion back vinyl) in common areas and residents' rooms.
- TV connection capability provided in all residents' rooms.
- Phone connection capability provided in all residents' rooms.
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms.
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets).
- Electric adjustable bed provided for any resident who requests it.

1.4 Accommodation – innovations and special features

- Cinema.
- Café.
- All rooms are single with private ensuite.

2. FOOD – principles

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

2.1 Food

- One hot dish, excluding porridge, at each breakfast.
- Choice of at least 2 main courses plus entree/soup and/or a choice of desserts at lunch and dinner.
- Choice of quality wine, beer soft drinks at main meals.

- BBQs/special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale.
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc. are consistently used.
- Enhanced dining experience for residents – e.g. enjoyable aromas, ability to view food before it is served(in dining room); fine china; linen and cutlery; meal presentation; choice of seating.
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident.
- Meals available for guests on request (at small cost).
- Selection of snacks and non-alcoholic beverages available 24 hours/day (additional to water, tea/coffee, juices, fruit, biscuits).

2.2 Food – innovations and special features

- Cooking class monthly
- Ice creams enjoyed by the banks of the Yarra River

3. SERVICES – principles

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle

3.1 Services – lifestyle and interests

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is.

- One or more large screen TV with video/ DVD in a lounge area, with no cable/satellite TV.
- Substantial DVD/video library, with regular updating of stock and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.

- A local or national daily newspaper provided for each resident on request, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas.
- Private gardening areas / garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Separate external buildings available for residents' leisure activities, e.g., workshop, garden shed, gazebo
- One-on-one sessions: individual activity sessions that may involve for e.g. walks; chat over a cup of tea/coffee; massage; reading.
- Luncheon outings to the local RSL.
- Movie days at the local cinema.
- Provision of dedicated bus fitted appropriately for the transport of residents.

3.2 Services – enhanced personal services

*Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:

- routine services provided as part of Specified Care and Services; or
- services that are provided to meet the resident's assessed care needs.

Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.

- Monthly grooming and facial services.
- Dedicated hairdressing salon.
- Sensory stimulation sessions.
- Massaging available weekly.

3.3 Services – innovations, culture of service and special features

- Music Therapy.
- Valet service for personal laundry.
- Transport services for frail or ill relatives to visit the home.
- Business centre with internet access.
- Dedicated treatment rooms for visiting health professionals for enhanced resident privacy.

What additional services and/or facilities do we offer at no extra cost?

Accommodation Innovations and Special Features

- Fully serviced guest overnight suite.
- Chapel.
- Board room for residents private meetings
- Multimedia activity room with fully serviced kitchenette.
- Undercover secure parking.
- Library.
- Serviced Bar.
- Collectors artwork on display (Don Bradman collection pieces, Jeffrey Smart, John Brack).
- Fully equipped Gymnasium suitable for providing Rehabilitation Services by Physiotherapist.
- Multipurpose Activity room.
- Day Spa.
- Memento boxes outside each residents room to personalise the residential environment.
- Automatic sensor lighting in the en-suite Bathrooms.

Food Innovations and Special Features

- Winners of Oscar hospitality catering facility of the year award 2011.
- Built-in 2 x alfresco BBQ areas for the residents and families to hold private functions.
- Monthly culinary tours.
- Chilled filtered water coolers on each floor for residents and families.

Services Lifestyle and Interest

- Cable Television (Foxtel) is provided on each floor and the Cinema is equipped with a Movie Channel.
- Boroondara library loan services available for new or requested books and other items.
- Twice weekly bus trips to popular destinations.



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