

## Our Mission

To strive to be connected to the community by being inclusive, valuing all people and demonstrating Christ's love through a continuum of quality care as it is needed.

## Our Philosophy of Care

Life at the Facility is determined by our Christian values and our philosophy of care:-

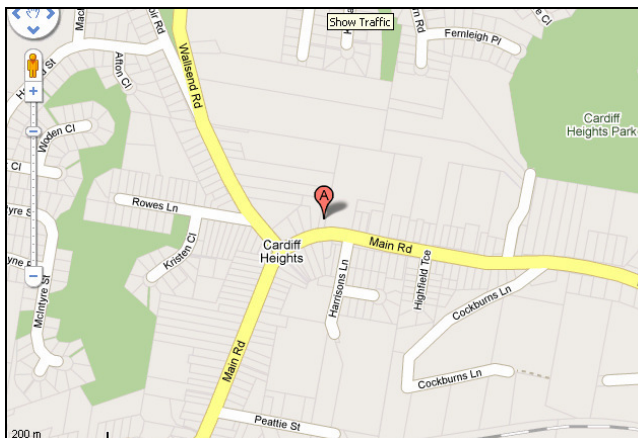
- The environment must be home-like, consistent with communal living.
- That Residents have the freedom, privacy and respect they would be accustomed to in their own home, consistent with the constraints of communal living.
- Each resident's rights, privacy and dignity are respected at all times.
- A high quality of care is provided to all and a comfortable lifestyle maintained.
- Life is fulfilling and stimulating.
- Limitations to ability are not necessarily inevitable or irreversible.
- Residents are encouraged to contribute ideas and opinions in the operation of their residence.
- We encourage our residents to maintain community involvement and be involved in decision making, when able.
- Staff must maintain the highest level of practice, aided by ongoing education.
- Staff work as a team to provide individual treatment to all residents.
- Staff assist with activities which contribute to a healthy quality of life or to a peaceful death with dignity.

## Getting to the Facility

We are located on Main Road, on the corner of Wallsend Road. Parking is available on site.

Newcastle Buses operate regular services along Main Rd, Cardiff Heights to both Cardiff Heights Shopping Centre and Newcastle.

Timetables are available from [www.newcastlebuses.info](http://www.newcastlebuses.info)



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## Groves House Information



### Groves House Cardiff Heights

*The mission of Christian Brethren Community Services is to strive to be connected to the community by being inclusive, valuing all people and demonstrating Christ's love through a continuum of quality care as it is needed.*

**“Christ's Love Compels Us”**  
2 Corinthians 5:14

Last Updated March 2014  
RA075

## About Groves House

Groves House is a 60 bed facility for people classified as low care, including those with dementia. Groves House provides for ageing in place, a practice that helps give stability and peace of mind to residents and their families.

The facility is spread over 3 levels, with a secure dementia unit on the ground level. This unit has a lovely garden setting, overlooking the beautiful trees and bushland in the area.

Rooms on the northern side of the facility have wonderful views to the mountains and those on the southern side look towards Lake Macquarie.

All residents are accommodated in private rooms with their own ensuite bathroom and are able to enjoy the light and airy activities and lounge rooms throughout the building.

An experienced team of registered nurses, carers, therapists, maintenance and domestic staff has been appointed to Groves House to provide for the needs of the residents under the supervision of our experienced Facility Manager.

Groves House is also able to offer respite care. Please book through Commonwealth Respite and Carelink Centre 1800 052 222



## Services

Included, but not limited to:

- As a resident of the Facility you may like to have your own doctor, provided he/she elects to visit the Facility. If this is not possible, the Facility Manager will discuss a suitable alternative with you and advise you on selecting another doctor.
- Physiotherapists visit the Facility on a regular basis to assist with additional care requirements.
- Podiatry is available onsite by appointment.
- Diversional Therapy program 5 days per week with various activities catering to the liking of everyone.
- Groves House has recently set up a Men's Activity Group suited to the interests and needs of our male residents.
- Musical activities and bus outings.
- Hairdressing salon available weekly.
- Laundry service and clothes labelling available.
- Meals prepared fresh daily in our fully appointed kitchen.
- There are no set visiting hours at Groves House. We encourage relatives and friends to visit through-out the day and evening. Guests are always welcome to attend a meal in the dining area with the residents, (a small fee is payable for meals).
- Resident and Relatives meeting is held every other month. This is an opportunity to express any concerns you may have. It is also a way of keeping you informed of any changes or new initiatives within the Facility.
- Regular church services are held.

## Helpful Contacts

Aged Care Information Line

- **1800 500 853**
- [www.centrelink.gov.au](http://www.centrelink.gov.au) (Centrelink)

National Dementia Helpline

- **1800 100 500**

Commonwealth Care and Respite

- **1800 052 222**
- **13 14 50** (Interpreter Service)

Commonwealth Carer Resource Centres

- **1800 242 636**

DVA Medical & Allied Health

- **1300 550 457**
- [www.dva.gov.au](http://www.dva.gov.au)

ACAT (Aged Care Assessment Team)

- **4985 5700 (Urban)**
- **4936 3215 (Rural)**

## Legal Services

Aged Care Advocacy

- **1800 700 600**

TARS (The Aged-Care Rights Service)

- **9281 3600**
- **1800 424 076** (Country Callers)
- [www.gt.nsw.gov.au](http://www.gt.nsw.gov.au)

Aged Care Complaints Scheme

- **1800 550 552**
- [www.agedcarecomplaints.govspace.gov.au](http://www.agedcarecomplaints.govspace.gov.au)

## Useful Websites

Department of Health and Ageing

- [www.dss.gov.au](http://www.dss.gov.au)

Alzheimers Australia

- [www.alzheimers.org.au](http://www.alzheimers.org.au)