

## **Extra Services**

The information below provides details of the services available to you under your Extra Service Agreement with our home. If you require any further information about the services, including access and delivery, please contact our General Manager.

### **ACCOMMODATION**

A significantly higher standard of accommodation and furnishing choices is available to residents in well maintained buildings and grounds. 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.

### **Features**

- Individual single rooms have an average floor area of 16m<sup>2</sup> or more (excluding ensuite).
- There will be an average of no more than 1.5 residents per resident room. No individual room may accommodate more than two residents. There must be an average of no more than 3 residents per toilet, including those off common areas, and no more than 4 residents per shower or bath in a service or distinct part, with appropriate provision for resident and carer mobility. Bathroom sizes should ensure that care recipients and their carers can use them safely.
- 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 team member.
- 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.
- Professionally landscaped, secure gardens designed for people living with dementia.

### **Furniture and fittings**

- Designer-selected, superior décor and fittings. Examples of fittings are: wall panelling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture of a superior fabric and style, 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.
- Internet and/or pay/cable/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.

### **Innovations and special features**

- Furnished outdoor areas accessible to residents and sheltered from the elements.
- All rooms have private ensuite facilities

## **FOOD**

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.

- Choice of at least three hot dishes, excluding porridge, at each breakfast, e.g. eggs, bacon, sausages (each counts as one dish).
- Choice of at least two main courses plus entrée/soup and/or a choice of desserts at lunch and dinner.
- Choice of quality wine, beer, soft drinks at main meals.
- Pre-dinner drinks / cocktail time / happy hour at least once a week.
- 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 residents own room, other room or dining rooms as requested by resident.
- Meals available for guests on request.
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits).
- Selection of snacks and non-alcoholic beverages available 24 hours / day (additional to water, tea/coffee, juices, fruit, biscuits).

### **Innovations and special features**

- Regular high tea (at least monthly).
- Breakfast buffets, providing a range of choices of food
- On site coffee shop (with food and beverage items available for purchase)

## SERVICES

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.

### 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 included in the description.*

- One or more large screen TVs with DVD player or streaming services in at least one lounge area which also has pay/cable/satellite TV. Sound system in at least one lounge area with a choice of music and talking books from an audio library, plus headphones for the use of residents.
- Provision of TV to each resident's room.
- Substantial DVD library, with regular updating of stock, or free access to comprehensive online library of movies and other programs and/or library of at least 100 books available, in good condition, and suitable for residents to read, including large print books.
- 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.
- Activities offered to residents as additional choices that are available to them as individuals.
  - Regular social gatherings as requested by residents and subject to change based on resident preferences. E.g. men's club, ladies club, current affairs group, creative arts club (at least monthly).
- Outings offered to residents as additional choices that are available to them as individuals.

*Residents may be asked to pay for the cost of admission to events or venues.*

- Regular bus trips to places of interest (at least monthly).
- Special event group excursions, on request at resident's cost.
- Provision of dedicated bus fitted appropriately for the transport of residents.

### **Enhanced personal services**

- Additional personal grooming and beauty services (e.g. facials, manicures) chosen by the resident for personal enjoyment.

*Resident to pay for cost of the service.*

- Availability of facials, on request.
- Availability of manicures, on request.
- Availability of pedicures, on request.
- Dedicated hairdressing salon.
- Additional elective tactile or massage services chosen by the resident for personal enjoyment.

*Resident to pay for cost of the service.*

- On-site physiotherapists offering therapy activities and low impact exercises.
- On-site occupational therapist.
- Availability of massages by a visiting masseuse, on request.
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services.
- Provision of escort to outside appointments, as requested by resident or family.

### **Innovations, culture of service and special features**

- Facilitation of video conferencing with friends/relatives through technology provided by Opal.
- Facilitation of dry cleaning services (upon request, dry cleaning at resident's cost).