

# Infinite Care Edge Hill Orchards

## ENQUIRY PACK

Industry leaders in the delivery of responsive, holistic and innovative residential care and services to the ageing community.



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# EDGE HILL

Edge Hill Orchards is a 182-bed care facility centrally located just west of the Cairns CBD. The facility is closely located to Manoora, Whitfield and Edge Hill. Nestled in a convenient and tranquil location only 6 km from the city centre, Edge Hill Orchards offers residents a warm home-like environment that is designed to provide high levels of care and other services as part of your new extended community. Living at Edge Hill Orchards is all about you! We design your care and create your new home environment to best suit your needs to ensure your complete happiness.

## An idyllic home setting

With lush tropical gardens and surrounding views of the picturesque Mt Whitfield and Aeroglen mountain ranges, Edge Hill Orchards is also within easy walking distance to the local Edge Hill cafés, the Edge Hill Tavern and local shops. Close to Piccones Village, a thriving local health and wellbeing destination, this tight-knit and welcoming community are passionate about retaining the local charm they have become known for.

The careful design of Edge Hill Orchards embraces the latest in residential care building options, innovation and designer inspired finishes. Families and residents can also take advantage of our onsite barista and café and a secure children's play area designed to ensure quality time with your loved ones.



# OUR PHILOSOPHY

## We believe that people matter

This has been our philosophy during more than 30 years of delivering quality residential care to ageing Australians. We wholeheartedly believe our residents matter and our team matter too.

Infinite Care is proud to be an inclusive organisation that openly welcomes all people, regardless of ethnicity, culture, gender, identity or disability.

Infinite is a national organisation and has a wealth of experience in providing care to the aged. Our care model is focused on enhancing residents daily experience and enabling them to continue to live the best life they can.

Infinite Care has implemented an evidence-based Wellness Model based on a resident-centred enablement approach across all facilities – current and new. We achieve this by encouraging active resident participation through the assessment, care planning, review and case management stages promoting independence. This supports residents to:

- Live productively
- Have purpose to be healthy
- Stay connected

We take an innovative approach to aged care, providing residents with modern and tailored care solutions to satisfy all facets of their daily lives.

“ I am very happy at Infinite Care. I enjoy spending time in my room watching old movies on my laptop like ‘Dad’s Army’ and keeping updated with my banking so I regularly go online to do so.

I love it when my wife Claire comes to visit. On nice days we go outside together to sit in the sunshine. I also enjoy many of the lifestyle activities, like music and movement, concerts and the scenic drives. I also enjoy a chat with the staff and other residents.”

- Bill



# GENUINE CARE

We operate as one big happy family who genuinely care about the happiness and wellbeing of our residents and each other. Our relationships are respectful, filled with care, fun and laughter.

We ensure our residents are at the forefront of every decision we make.

## Our Wellness Model

To implement our Wellness Model, our staff demeanour and customer service approach supports independence and enablement, working with the resident to provide a home-like and positive environment that promotes self-sufficiency.

The Wellness Model focuses on the residents' individual journey with their designated Case Manager (Registered Nurse or Allied Health Professional) who works in partnership with the resident, their carer, representatives and medical/ specialist stakeholders to identify their changing needs and have input into individual outcomes.

The result of the partnership approach is a holistic health and wellbeing care plan being co-created and focusing on the core outcome domains of My Health, My Wellbeing, My Mobility, My Community and My Nutrition. The care plan and its achievement is reviewed every four months or when their needs change (eg: returning from hospital).

Infinite Care only employ people who firmly believe it is a privilege to work with older people. Our staff and volunteers build beautiful and unique friendships with our residents where they foster genuine trust and care for each other. Our staff cherish being part of our residents lives, hearing their unique stories and helping them enjoy every day in their homes.

## Catering for all levels of support

We offer a range of care and services that are individually tailored to each resident. Whether they require minimal assistance or 24 hour nursing care, we are equipped to provide them with the right level of care and support now, and as their needs evolve.



# PURPOSEFUL DAYS

## Fill your days with Infinite opportunity

Whether your ideal day includes pottering around in the garden, sitting with a friend and cup of tea, quiet time in your room watching a favourite show, being creative through art and craft or staying active through games and exercise classes, we have something for everyone.

Our daily calendar focuses on all aspects of your wellbeing, assisting residents to continue to stay healthy, active and connected within our home, with friends and family and the community.

“ My Dad became a resident at Infinite Care last year and while it took him a while to settle in, he now loves it. He goes on bus trips, gets his hair cut and has made some good friends as well. The food is good and he has gained weight since being there. I have not seen him this good in a few years. The staff are lovely, friendly people and they always make visitors feel welcome. Most of all he hasn't had to worry about anything as it is all done for him. It's brought such peace of mind for the family.”

- Debbie

## A place to call home

Our homes exude a warm, welcoming and friendly atmosphere. Residents, staff, volunteers, family, visitors and even visiting pets all help to create an environment that is full of friendship, laughter and calm energy.

A common concern for people entering residential care for the first time is that life as they know it will end. Life doesn't stop in our community... it's enhanced! We help our residents set new goals and new daily routines to create a fulfilling and meaningful new chapter in their lives.



# FAQ'S

## What's the next step?

Once you and your family have decided it may be time to enter aged care, the chances are you have questions on where to even start the process. We've put together a step by step guide on what you should do from here. This can be found in more detail on our website: [www.infin8care.com.au/5-steps-entering-aged-care/](http://www.infin8care.com.au/5-steps-entering-aged-care/)

1. Arrange an Aged Care Assessment through My Aged Care.
2. Request a tour of the homes you like the look of. Consider requesting a respite stay so you are able to get a feel for the facility.
3. Seek financial advice from your Accountant or Financial Planner and arrange an Income and Assets Assessment.
4. Fill out an application to enter the facility of your choice.
5. Meet with our Admissions team to finalise arrangements and have any questions answered.

## What is RAD?

RAD stands for a Refundable Accommodation Deposit. A RAD works like an interest-free loan to an aged care home and is a good option if you need to pay for the full cost of your accommodation and make your payment as a lump sum.

The balance of the deposit is refunded (to you or your estate) when you leave the aged care home, less any amounts agreed to be taken out. Any deductions, such as extra services or care fees, must first have been agreed with you in writing and listed in the resident or accommodation agreement.

RADs are not included in Centrelink or DVA Pension Assets Tests. Daily Payments calculated on the total Accommodation Payment are payable from the date of entry on any part of the Accommodation Payment that has not been paid as a RAD.

## What is DAP?

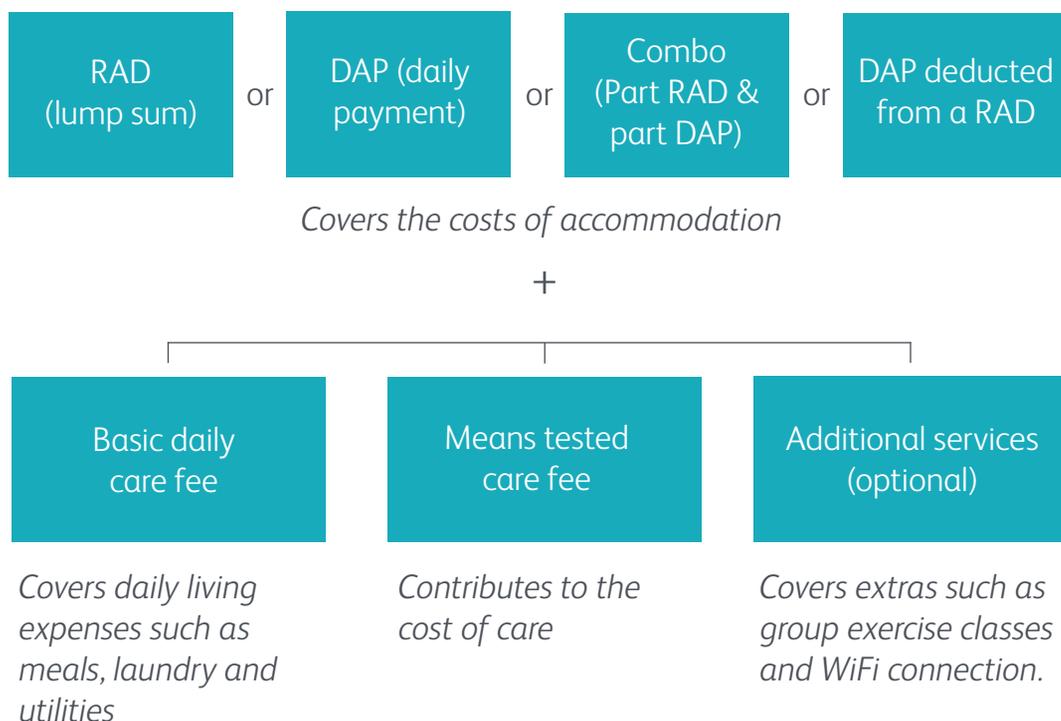
DAP stands for Daily Accommodation Payment. The DAP is interest payable, at a rate set by the Australian Federal Government, on the balance of any unpaid Refundable Accommodation Deposit (RAD) amount. If you choose to pay for your accommodation using DAP you may choose to pay part or all of the balance of your Refundable Accommodation Deposit as a lump sum at any future time.

Daily Accommodation Payments unless you have paid in advance, are not refundable if you leave the aged care home.

We recommend you speak with your financial advisors as to whether it is best to pay for your accommodation by RAD, DAP or a combination of the two.

# FAQ'S

## What will I pay to enter residential aged care?



## How can I work out how much my care will cost me?

Our admissions team are always happy to help you work out your best option when it comes to affording your accommodation and care. We also offer online calculators on our website for each location. These are very easy to use so you can work out what your daily fee will be - <https://www.infin8care.com.au/calculator/>.

The website for My Aged Care helps explain the breakdown of costs associated with aged care <https://www.myagedcare.gov.au/aged-care-homes/working-out-the-costs>.

## What are 'additional' or 'extra' services'?

Our additional services are extra options offered to residents at a fee. These include private consultations with our allied health providers (Physiotherapist, Occupational Therapist), group exercise classes (yoga, tai chi, meditation etc), wax hand therapy, hire of iPads, access to smart TV with Netflix and more.



# FAQ'S

## What is the Charter of Aged Care Rights?

On 1 of July 2019 the Australian Government introduced a new and simpler Charter of Aged Care Rights (the Charter). The Charter is designed to make it easier for older people receiving aged care services, their families and carers to understand what they can expect from an aged care service provider. The Charter places the consumer at the centre of their care by giving them choice and recognising their right to be treated with respect. It acknowledges that identity, culture and diversity are to be valued and supported. These changes also support aged care service providers in delivering care to consumers and provides protection for the aged care workforce. For more information please visit <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

## Can I bring items from home?

Definitely. We encourage you to make your room your own and we love you bringing in anything that will make you feel more at home including photos, trinkets and ornaments, blankets, linen and small items of furniture.

## What types of rooms do you have?

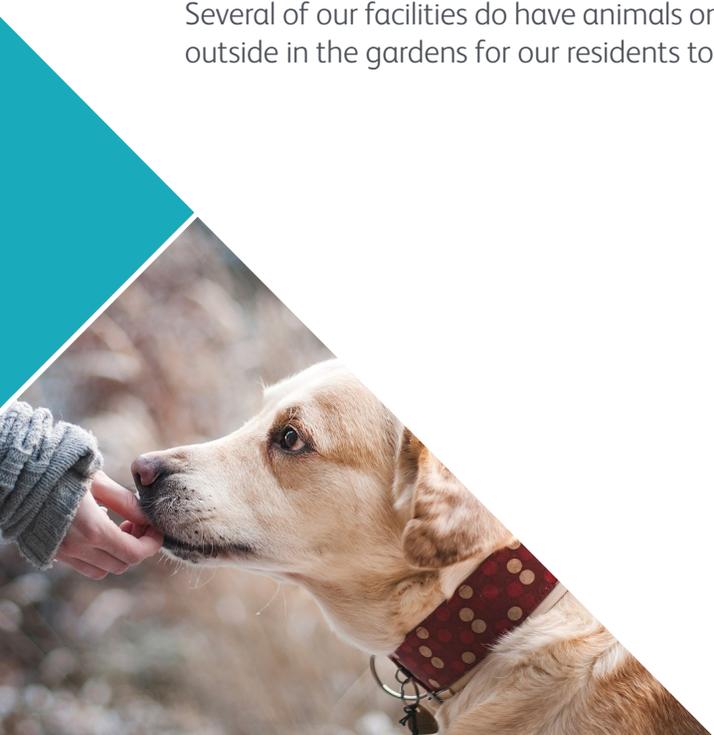
We offer single rooms and companion rooms. Several rooms have ensuites and many have views of our landscaped courtyards and gardens.

We are passionate about keeping couples together as they enter aged care and our companion rooms are ideal for this purpose when they become available.

## Can I bring my pet?

We are animal lovers and we love meeting your pets. We always welcome pets in our homes, however due to hygiene issues we are unfortunately unable to house them on site on a permanent basis.

Several of our facilities do have animals on-site including pet rabbits and chickens. These are housed outside in the gardens for our residents to visit and enjoy.



# FAQ'S

## What lifestyle activities do you offer?

Our dedicated Lifestyle teams at each location organise a range of fun activities each month. The jam packed calendars are released towards the end of the month before and are visible in many locations so residents are sure not to miss out. There is something fun happening every day in our homes and the activities are carefully chosen to suit all tastes and interests. Outings include restaurant lunches, visits to the beach, taxi rides and bus rides to mystery locations to get out and about.

Our regular in-home activities include bingo, balloon tennis, indoor bowls and golf, jeopardy, themed dancing, crafts, karaoke, quoits, visits from Bunnings and so much more. And if there is something you enjoy doing that isn't on our calendar we will do our best to add it. Our calendar is constantly evolving and there is never a dull moment when the Lifestyle team are involved.

We have entertainers attend our facilities regularly including magicians, dancers and singers. Some of our facilities have local primary school students attend to help with activities or simply read to the residents. This is such a highlight for everyone involved.

Sample of a weekly lifestyle calendar:

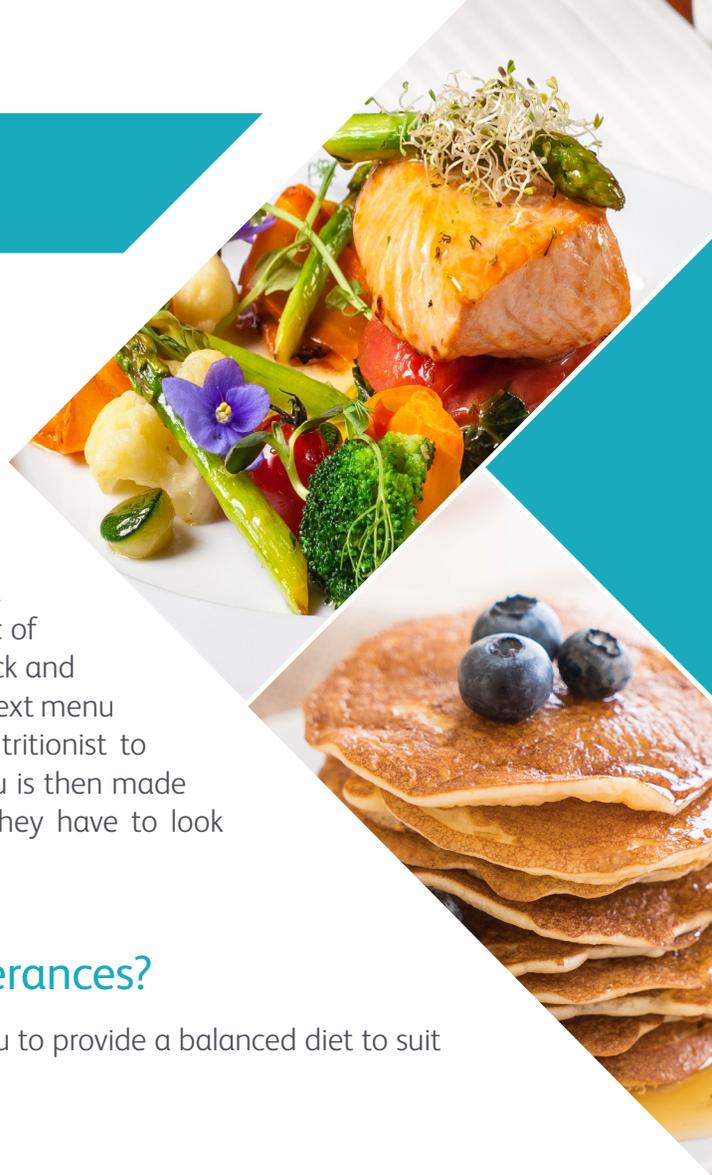
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10.00	Jeopardy / Group Quiz	Group Reminisce / I Remember When	Bingo	Singalong	Scenic Drive / Bus Trip Outing	Creative Expression	Waffle Sunday / High Tea
11.00		Cultural Talk & Taste	Intergenerational visit and activity	Indoor Golf			
11.30	Art & Craft			Falls Prevention	Technology Group	Move & Groove Session	Darts / Boardgames
12.00	Current Affairs	Visiting Entertainer	Indoor Bowls			Trivia	
13.00				Card Making	Bingo		Tai Chi
14.00	Computer Games	Resident Monthly Birthday	Book Club	Nail Care / Hand Massage	Yoga	White Board Word Games	Garden Walk
15.00		Pamper Session					Singalong
16.00	Balloon Tennis / Target Throw	Blokes Business in the Men's Shed	Happy Hour	Exercise Games	Gardening Group	Pizza Making	
18.00		Relaxation / Movie Night	Residents & Relatives Meeting	Relaxation / Movie Night		Relaxation / Movie Night	



# FAQ'S

## What about the food?

All our meals are freshly cooked on site each day and this process is overseen by our fully qualified Chef. We source fresh local ingredients and base our meals on good old-fashioned home-style cooking that pleases all tastebuds. Each month we hold a Resident and Relative meeting at each facility and often the topic of discussion is the next seasonal menu. We rely on feedback and suggestions made at these meetings before we put our next menu together and then enlist the expertise of a regular Nutritionist to ensure a healthy balance of nutritional needs. The menu is then made available in advance so residents are aware of what they have to look forward to.



## What if I have food allergies or intolerances?

We cater to all allergies and carefully customise our menu to provide a balanced diet to suit all tastes and intolerances.

Sample of our daily menu:

Breakfast	Morning Tea	Lunch
<ul style="list-style-type: none"> <li>• Cereal or porridge</li> <li>• Toast, jams and preserves</li> <li>• Eggs</li> <li>• Fresh fruit</li> <li>• Juice, tea, coffee and milo</li> </ul>	<ul style="list-style-type: none"> <li>• Cake and biscuits</li> <li>• Fresh fruit</li> <li>• Juice, tea, coffee and milo</li> </ul>	<ul style="list-style-type: none"> <li>• Roast lamb and vegetables</li> <li>• Broccoli and cauliflower bake</li> <li>• Braised steak in red wine sauce</li> <li>• Creamy mustard pork with sage</li> </ul>
		
Afternoon Tea	Dinner	Dessert
<ul style="list-style-type: none"> <li>• Biscuits</li> <li>• Tea, coffee and milo</li> </ul>	<ul style="list-style-type: none"> <li>• Meatball parmigiana with butter beans and hash browns</li> <li>• Sausage and mushroom lasagne with cous cous salad</li> <li>• Creamy chicken tenders with pasta</li> <li>• Souffle with vegetables</li> </ul>	<ul style="list-style-type: none"> <li>• Chocolate mud cake</li> <li>• Vanilla slice</li> <li>• Mixed berry mousse</li> <li>• Strawberry pavlova</li> </ul>

# FAQ'S

## Do you have nurses on your team?

We have registered nurses on staff 24 hours a day, 7 days a week.

## What about my laundry?

We launder all linen and residents personal clothing on site and have a dedicated team of housekeeping staff who take pride in making sure you and your home are always presented in the best way possible.

## Do you have specific visiting hours?

Not at all. We welcome and encourage your family and friends to visit whenever they can. Even if it is late at night. We have staff on hand 24 hours a day.

You are welcome to have visitors in your room or we have many comfortable and welcoming indoor and outdoor areas for you to sit and visit with them.

## Do you have a hairdresser on site?

Yes. We offer hairdressing and beauty services at each facility.

## How can I get my medications?

We have an ongoing Pharmacy service that can deliver your medications and prescriptions directly to you at the facility.

## Do you offer church services?

We are all inclusive and supportive of any belief system. At each facility we hold weekly and monthly church meetings for a variety of denominations.

## Can I leave the facility whenever I want to?

Of course. Providing you see a staff member to let them know where you are going we encourage you to move around as freely as you would if you were living at your own home.



## EDGE HILL ORCHARDS

15 Oregon Street  
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(07) 4252 9700



### HEAD OFFICE

Suite 6, Level 3, 128 Bundall Road  
Bundall QLD 4217

### CARAVONICA WATERS

15-17 Lake Placid Road  
Caravonica QLD 4878

### CHRISTIES BEACH RESIDENTIAL CARE SERVICE

50 Gulfview Road  
Christies Beach SA 5165

### THE CHURCHILL RETREAT

470 Churchill Road  
Kilburn SA 5084

### EDMONTON GARDENS

5 Bruce Highway  
Edmonton QLD 4869

### HAHNDORF RESIDENTIAL CARE SERVICE

1a Main Street  
Hahndorf SA 5245

### INFINITE CARE CORNUBIA

144 Beenleigh-Redland Bay Road  
Cornubia QLD 4130

### INFINITE CARE MOUNT LOFTY

69 Stuart Street  
Mount Lofty QLD 4350

### KLEMZIG RESIDENTIAL CARE SERVICE

Leighton Avenue  
Klemzig SA 5087

### ROSE COURT AGED CARE FACILITY

3 Grant Avenue  
Gilles Plains SA 5086

