

Infinite Care Ashmore



RESIDENT ENQUIRY BOOKLET

Delivering resident centred, responsive, holistic and connected residential care to the ageing community.



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ASHMORE

Ashmore Retreat is a 148- bed home situated in peaceful suburban surroundings on the sunny Gold Coast. This two-level residence includes the added feature of nostalgic 'Juliet balconies' from which to enjoy the dramatic manicured gardens from the comfort of the bedrooms. This home is conveniently located within walking distance of local shops and public transport to allow residents the independence to move around the community at their leisure.

An idyllic home setting

This spacious but homely facility offers several accommodation options including studio or companion suites. Visit with friends or have a quiet cuppa in the cosy lounge, or sitting areas, or share a social experience with neighbours in one of the dining areas or in our on-site hair salon.

Residents at Ashmore Retreat enjoy spacious naturally lit bedrooms with large ensuites and outlooks to the landscaped courtyard and garden area.

Careful care has been taken to ensure that each room feels warm and comfortable and meets all the requirements of a modern aged care facility within a friendly, relaxed and homely atmosphere.

Families and residents can also take advantage of our onsite Raffles-inspired coffee shop and popular ice-creamery to ensure quality moments with 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 Care & Service

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.

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.

We focus 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 individualised care. Care plans and outcomes are reviewed every four months, or when needs change (eg: returning from hospital).

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 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/

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?

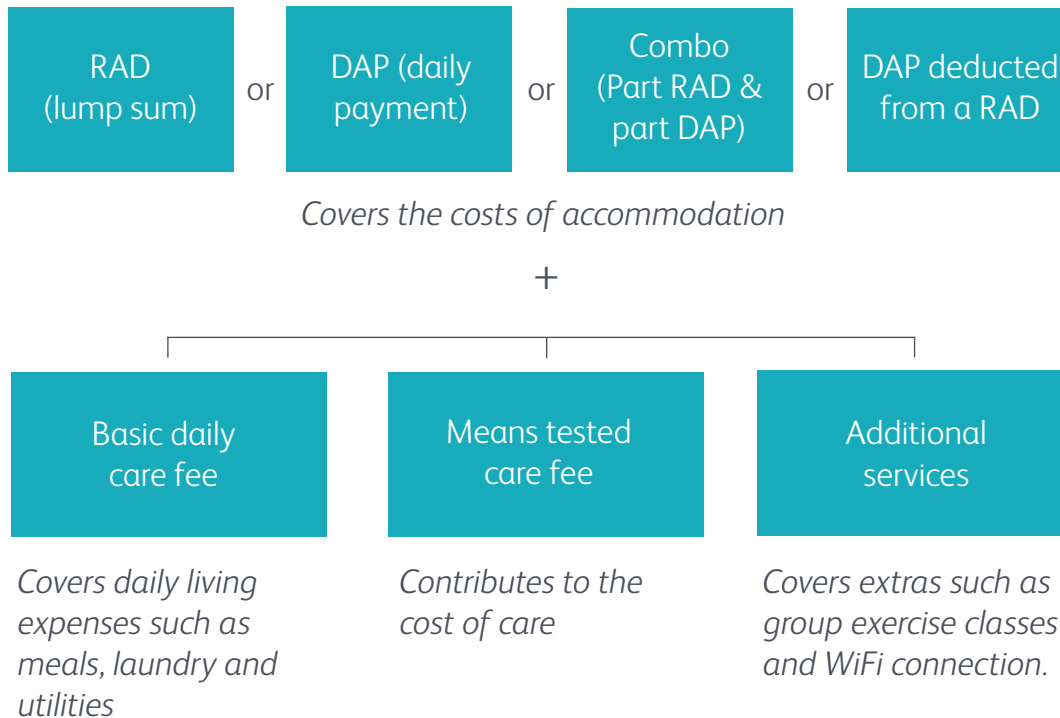
DAP stands for Daily Accommodation Payment. The DAP is interest payable, at a rate set by the Australian Federal Government, on the balance of any unpaid Refundable Accommodation Deposit (RAD) amount. If you choose to pay for your accommodation using DAP you may choose to pay part or all of the balance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

How can I keep in touch with my family and friends?

We have several ways you can keep in touch with your loved ones. Each room has its own phone, but we also offer iPads with Skype or FaceTime so you can see and speak to your loved ones on the screen. We also have an online messaging system so your loved ones can send you a message and/or photos that are then printed by staff and brought to you to read and enjoy. Just like an email.

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 and wellbeing activities do you offer?

Our dedicated teams organise a range of fun activities each month to enhance your wellbeing. The jam packed calendars are released towards the end of the month before and are visible in many locations so you are assured of not missing 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 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 and can cater to individual needs and requirements. Our calendar is constantly evolving and there is never a dull moment to ensure you are having fun and living meaningful and purposeful days in this new chapter of your life.

Regularly we have entertainers attend our facilities 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		Move & Groove Session	Darts / Boardgames
12.00		Visiting Entertainer	Indoor Bowls				
13.00				Card Making	Bingo	Trivia	
14.00	Computer Games	Resident Monthly Birthday	Book Club	Nail Care / Hand Massage	Board Games	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 Club	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"> • Cereal or porridge • Bacon • Eggs • Hash browns • Fresh fruit • Juice, tea, coffee and Milo 	<ul style="list-style-type: none"> • Cake and biscuits • Sandwiches • Fresh fruit • Juice, tea, coffee and Milo 	<ul style="list-style-type: none"> • Creamy chicken, bacon and mushroom volauvant • Braised steak in red wine sauce • Rolled roast pork leg with caramelised apple sauce
Afternoon Tea	Dinner	Dessert
<ul style="list-style-type: none"> • Biscuits • Sandwiches • Tea, coffee and Milo 	<ul style="list-style-type: none"> • Creamy Dijon mustard pork with sage and beans • Spiced lamb warm salad with beans and vine ripened tomatoes • Roast chicken, pumpkin and basil risotto with vegetables 	<ul style="list-style-type: none"> • Chocolate mud cake • Vanilla slice • Mixed berry mousse • Strawberry pavlova

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.



INFINITE CARE ASHMORE

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HEAD OFFICE

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

CARAVONICA WATERS

15-17 Lake Placid Road
Caravonica QLD 4878

CHAMBERLAIN GARDENS

53-67 Chamberlain Road
Wyoming NSW 2250

CHRISTIES BEACH

50 Gulfview Road
Christies Beach SA 5165

CLEVELAND

149 Wellington St
Cleveland QLD 4163

CORNUBIA

144 Beenleigh-Redland Bay Rd
Cornubia QLD 4130

THE CHURCHILL RETREAT

470 Churchill Road
Kilburn SA 5084

EDGE HILL ORCHARDS

15 Oregon Street
Manoora QLD 4870

EDMONTON GARDENS

1-13 Louie Piccone Way
Edmonton QLD 4869

HAHNDORF

1a Main Street
Hahndorf SA 5245

IPSWICH

43 South Street
Ipswich QLD 4305

KLEMZIG

Leighton Avenue
Klemzig SA 5087

MOUNT LOFTY

69 Stuart Street
Mount Lofty QLD 4350

ROSE COURT

3 Grant Avenue
Gilles Plains SA 5086

SOUTHHAVEN

11 Queensbury Road
Padstow Heights NSW 2211

TWEED

27 Stott St
Bilambil Heights NSW 2486

