



*Resident
Information
Booklet*

Care and Support Services

Introduction

With the aim of assisting you to maintain your independence, Omega Communities offer a number of support services provided on a user-pays basis at our elegant senior living communities, The Glenbrook and Leabrook Place. Our services are available individually on a casual basis or they may be combined to include additional options on a regular basis, whichever you prefer. This flexibility gives both yourself and your family peace-of-mind knowing that affordable services are delivered by appropriately qualified and caring personnel, and are available if and when needed.

For your convenience we have a flexible suite of services including; Meals, Housekeeping, Personal Assistance, Medication Prompt, Laundry Services, Chaperone, Handyman Services, Settling-In Service and we can also facilitate access to Extended Care Services such as Nursing Care, Physiotherapy, Podiatry, Occupational Therapy, Massage and Fitness Assessments. These services are intended to ensure that your day-to-day needs are always able to be supported if required.

Omega Communities are proud to provide services that meet high quality accreditation standards and are regularly audited by external surveyors such as the Eastern Health Authority. All Omega staff are well qualified, professionally indemnified and fully insured.

Our services have been tailored to ensure both quality and value for money. Savings are achieved by careful scheduling and adhering to the contents of the package you have chosen. Our services are planned in advance so that our on-site staff can be rostered accordingly.

Our Resident Services Manager will assist you to select the right suite of services for your needs and will coordinate the provision of your services.

Of utmost importance is the ease and convenience in which our in-house services can be commenced and/or changed to suit your individual requirements.



LEABROOK PLACE

Elegant Senior Living

17 Tusmore Avenue, Leabrook SA 5068
leabrookplace.com.au



THE GLENBROOK

Elegant Senior Living

25 L'Estrange Street, Glenside SA 5065
theglenbrook.com.au

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Dining Options

The chore of cooking could be a thing of the past, why not opt for convenience with a variety of delicious and nutritious meals prepared daily by our chefs, plus you can enjoy the company of fellow residents rather than eating alone. It's your choice.

Friends and family are always welcome.

Occasional Meals

Meals are available daily. Please order before 3pm on the day, with selection from the menu board.

One/Two Course Meal Packages

Daily one/two course meal is freshly prepared by our Chef and can be served in the dining room or delivered to your apartment.

- Delightful range of menu choices prepared freshly on-site
- Choice of full or light meals – choose from soup, main course, specials or desserts
- Most special diets can be accommodated
- Occasional special functions are included in package at no extra cost.

Meal package costs are based on a one/two course meal 7 days per week. Variations such as guests, extra courses and wine/beverages incur the normal additional published menu costs.

Cleaning Services

Forget the mundane household chores that take you away from enjoying life, why not take advantage of a trusted and reliable helping hand, and experience one of our many cleaning services for yourself.

General Cleaning

Once a week or fortnight, on a designated day, Omega Communities staff will assist you cleaning your apartment by:

- Cleaning and sanitising shower, hand basin and vanity top
- Cleaning and polishing bathroom mirror
- Cleaning and sanitising toilet
- Cleaning and sanitising kitchen/laundry sink
- Wiping over kitchen bench tops, cupboard fronts and accessible surfaces on the fridge
- Wiping over external oven door and stove top
- Wiping over glass on range hood and cleaning tiles behind stove
- Dusting skirtings
- Wiping over and sanitising the SmartCaller phone
- Dusting furniture and pictures
- Wiping over and sanitising light switches and door handles
- Ducted vacuuming throughout, including patio door runners
- Mopping bathroom, toilet, kitchen and laundry floors.

Service excludes cleaning of:

Appliances such as microwaves, ovens, windows, walls - including tiled areas, balconies, high and low dusting.

We appreciate that you may have a number of figurines and ornaments that are special to you, however our apartment clean does not include moving them to dust nor cleaning of the items themselves.

Various additional services are available and will be charged at our casual rate. Please discuss your requirements with our on-site Resident Services Manager.

Spring Cleaning

Historically the act of cleaning a house from top to bottom takes place in the first warm days of Spring, hence the name. Like Spring itself, a 'spring clean' renews your apartment. The extensive clean will leave your apartment smelling and feeling completely fresh. This deep clean does not need to wait until Spring. It is available all year round for whenever you need. Visitors coming to stay, dinner party in the planning or just because you like your apartment to sparkle.

This option includes the regular cleaning below:

- Cleaning and sanitising shower and hand basin
- Cleaning and polishing bathroom mirror
- Cleaning and sanitising toilet
- Cleaning and sanitising kitchen/laundry sink
- Wiping over kitchen cupboards and fridge
- Wiping over glass on range hood and cleaning tiles behind stove
- Dusting skirtings
- Wiping over and sanitising the SmartCaller phone
- Dusting furniture and pictures
- Wiping over light fittings and door handles
- Ducted vacuuming throughout, including patio door runners
- Mopping bathroom, toilet, kitchen and laundry floors.

In addition:

- Furniture moved for full vacuum
- High and low dusting, removal of cobwebs
- Cleaning all gloss paint work (skirtings, doors & door frames etc)
- Mopping and vacuuming balcony
- Cleaning inside windows
- Cleaning light fittings.

This service will usually require 2 FamilyCare Assistants. Cost depends on the type of apartment and this service can be combined with other options. Variations will incur additional costs at normal casual rates. The service should be planned well in advance to allow for staff rostering.

Housekeeping

7 days/week our FamilyCare Assistant will assist you by:

- Making the bed (does not include linen change)
- Rinsing/sanitising/drying shower
- Cleaning and sanitising toilet
- Washing breakfast dishes
- Removing rubbish.

This service should take no more than 8 - 10 minutes in your apartment per day. Variations will incur additional costs at normal casual rates.

Laundry Services

Our FamilyCare Assistant will wash, dry and fold your washing. Individual loads are washed therefore no labelling is required. Ironing services are also available. Costs are based on a machine load. For example:

- 1 pair sheets
- 2 pillowcases
- 2 towels
- 2 face washers
- 1 bathmat

OR

- White or coloured load equivalent weight to above.



Handyman Services

Our on-site Handyman is able to assist you with a wide variety of tasks – no job is too small! For example:

- Changing light globes and cleaning light fittings
- Adjusting your external blinds
- Re-potting or revitalising your pot plants
- Assembling small items of furniture
- Hanging your paintings on the wall
- Watering your pot plants while you are away on holidays
- Re-arranging your furniture
- Hanging clothes dryer in your laundry
- Putting a clothes airer on the laundry wall
- Turning your sofa-bed into a bed when visitors are coming to stay.

We can also arrange specialised assistance from our list of trusted, reliable service providers - for example; carpet cleaners, TV Technicians, fridge and washing machine specialists. Please talk to our on-site Resident Services Manager about your requirements.

Settling-In Service

Soon after you move in to your apartment, we can help make the transition more comfortable by offering you our much sought after Settling-In Service. This hourly service will provide you with assistance in orientating yourself to your new home and its surrounds. It's like having a Personal Assistant at your fingertips who can help you feel comfortable in your new surroundings.

Personal Assistance and Care

Our FamilyCare Assistants will help you with your usual activities of daily living. This can include:

- Assistance with showering/personal hygiene
- Dressing/undressing
- Preparation of light breakfast/lunch
- Room service delivery of meals
- Medication prompt
- Bed making
- Dish washing
- Dog walking or pet care
- Personal laundry in your own washing machine
- Changing the sheets
- Cleaning the fridge.

The advantages of our Personal Assistance Services are the availability of a wide range of services and the ability to schedule our on-site services at different times throughout the day, enabling us to meet your individual requirements.

These services should be planned in advance with our on-site Resident Services Manager, to enable us to schedule as per your needs.

Variations, extra time or extra person incur additional costs at the normal casual rate.

24 Hour Emergency Call System

Our in-house call system provides 24 hour access to on-site staff for assistance.



*Chaperone Services**

Omega staff will accompany you to do your shopping or take you to an appointment. The service has a minimum booking of 2 hours and is charged by the half hour or part thereof for services greater than 2 hours and can include:

- Doctors/specialist appointments
- Escorting to hospital or return
- Hairdressing appointment
- Hearing Laboratory appointment
- Shopping in the city
- Accompanying you to lunch, dinner, theatre, etc
- Accompanying you to a funeral.

This service should be planned well in advance. Variations, extra time or an additional person will incur additional costs. Transport costs are not included – the use of taxis is required.

This option can be used where residents require one-to-one assistance. Please discuss your requirements in advance with our on-site Resident Services Manager.

*Chaperone services outside of Mon - Fri (8am - 5pm) will be quoted on request.

Medication Prompt

At the designated time and daily frequency determined by your Doctor, our FamilyCare Assistant will come to your apartment and remind you to take your medication provided that it is:

- Contained in a dosette that has been prepared by a pharmacist
- Taken orally or topically and the dose is already measured.

Extended Care Services

Omega Communities are very pleased to work closely with St Louis Aged Care, providing additional convenience and support to our residents and their families. St Louis is a well known and respected provider of both Residential Aged Care and Home Care Services (both government funded and private care services).

In addition to the provision of extended care services to residents of both Leabrook Place and The Glenbrook, St Louis have offered to provide information and assistance* to help you with the complex and tiresome task of navigating access to additional services and ACAT assessments.

St Louis offer a broad range of support services, providing an extension to the Omega Care Services, in areas such as medical support and in-home equipment, nursing care (wound management, chronic disease management, post hospital care), physio, bus trips, "Strength for Life" exercise programs and live-in overnight support.

*Subject to availability

