

Additional Services

To complement our high-quality aged care service, we provide an Additional Services package.

Eldercare achieves results that are better than the aged care industry average through our strong Clinical Governance, Corporate Governance, and our Model of Care.

Extended Care

We are committed to providing comprehensive care that is above the industry standard so your clinical and personal needs are met.

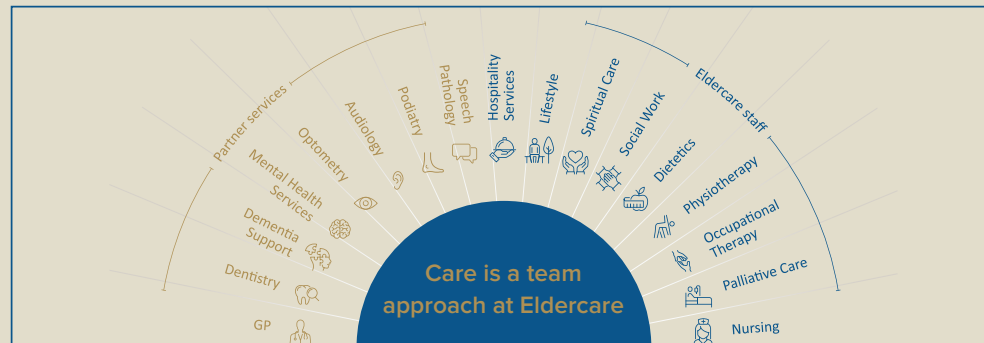
Good **governance** and **clinical expertise** by allocating a dedicated Clinical Leader to a small group of residents for clear **communication**, care **coordination**, **collaboration** and **integration**.

Mind-body-spirit wellbeing through **good health**, positive **connection**, meaningful **activity**, and a sense of **purpose** and **dignity**.



Values of **respect**, **accountability**, and **connection** underpin all our behaviour and contribute to relationships based on warmth and generosity.

We **inform**, **consult**, **involve**, **collaborate** with, and **empower** residents. They are involved in planning, and in activities that engage and inspire them.




Additional Services


Wellbeing

Resident wellbeing is high at Eldercare.

Eldercare surveys its residents on issues that affect their wellbeing. This is what they tell us:

 I feel safe here.
★★★★★ 4.52/5.00

 I am supported to do the things I want to do as independently as possible.
★★★★★ 4.31/5.00

 I am satisfied with how my health needs are being met.
★★★★★ 4.29/5.00

Spiritual care

At Eldercare, we recognise that spiritual care is a basic human right and all older people receiving care should have access to effective spiritual care in a way that is meaningful to them. Spiritual and pastoral care is offered by our spiritual care professionals at each home.

Outcomes at Eldercare reflect our best practice care

Antipsychotic medication is often used to control challenging behaviours in people living with dementia. Good holistic nursing practice means that Eldercare uses less of these medications than the rest of the aged care industry.

Eldercare is also among the 25% best performing aged care providers nationally for ensuring that medications are prescribed and used appropriately. At Eldercare we think it is important that only qualified nurses administer medication, so you won't find carers performing this critical task.

Eldercare also has lower numbers of Emergency Department admissions by comparison to the rest of the aged care industry that demonstrates that Eldercare's residents' health needs are being well managed by our multidisciplinary teams.

Eldercare works closely with our residents and their families to ensure that their end-of-life wishes are respected. Advance Care Plans improve end-of-life care as they enable a person's prior wishes to be known should they lose decision making capacity. Over 90% of all residents at Eldercare have an Advance Care Plan compared to the industry average of below 40%. Our specialist palliative care team, which includes experienced Palliative Care Nurse Practitioners, assist our multidisciplinary care teams to deliver best practice palliative care.

Allied health and exercise

On-site gymnasiums are critical to the success of our Rise and Shine programs. Our allied health teams work with our residents to maximise their fitness and movement.



Additional Services



Eldercare's Additional Services make our homes a perfect option when families are seeking high-quality aged care services for their loved ones.



Hospitality services

Eldercare offers a premium meal service*, with our on-site chefs using local and South Australian food and produce wherever possible. Quality South Australian wine is offered with main meals.

We offer fresh meals, cooked on-site in our commercial kitchens, at every aged care home. Fresh baked items are offered every day and seasonal fruit is available at all times. In-room tea and coffee facilities are also available in most resident rooms.

Our dietitians work closely with our chefs to ensure the meals are both tasty and nutritious.

Eldercare residents enjoy regular 'happy hours' with entertainment that are hosted at all our sites.

Entertainment

Residents can access a TV streaming package with access to streaming services, free-to-air television, as well as communication from staff and information on daily services and activities around the site.

Services

Eldercare Goodwood's concierge service is available to assist with any services residents require.

All residents receive access to four (4) counselling sessions, which can be accessed by the resident or members of their family.

*Premium meal service can be tailored to meet clinical care needs.

Package features are correct at the time of publication and do not necessarily apply at all Eldercare residential care facilities.

Sharing a lifetime of joyful moments



The new standard in aged care

