

## Oxford Additional Services



## 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.

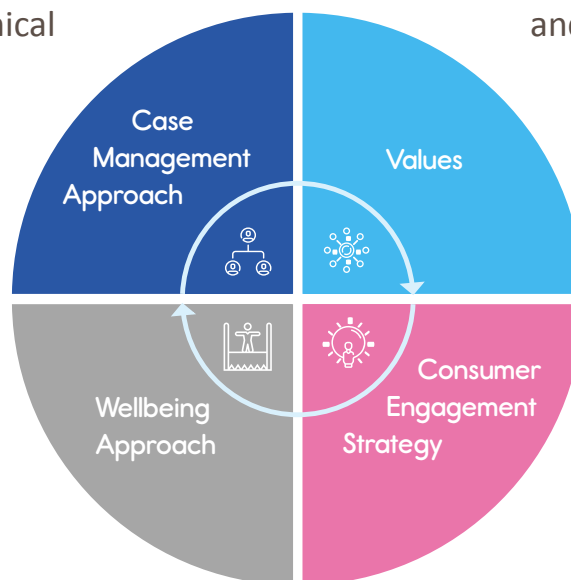
### Extended care

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**

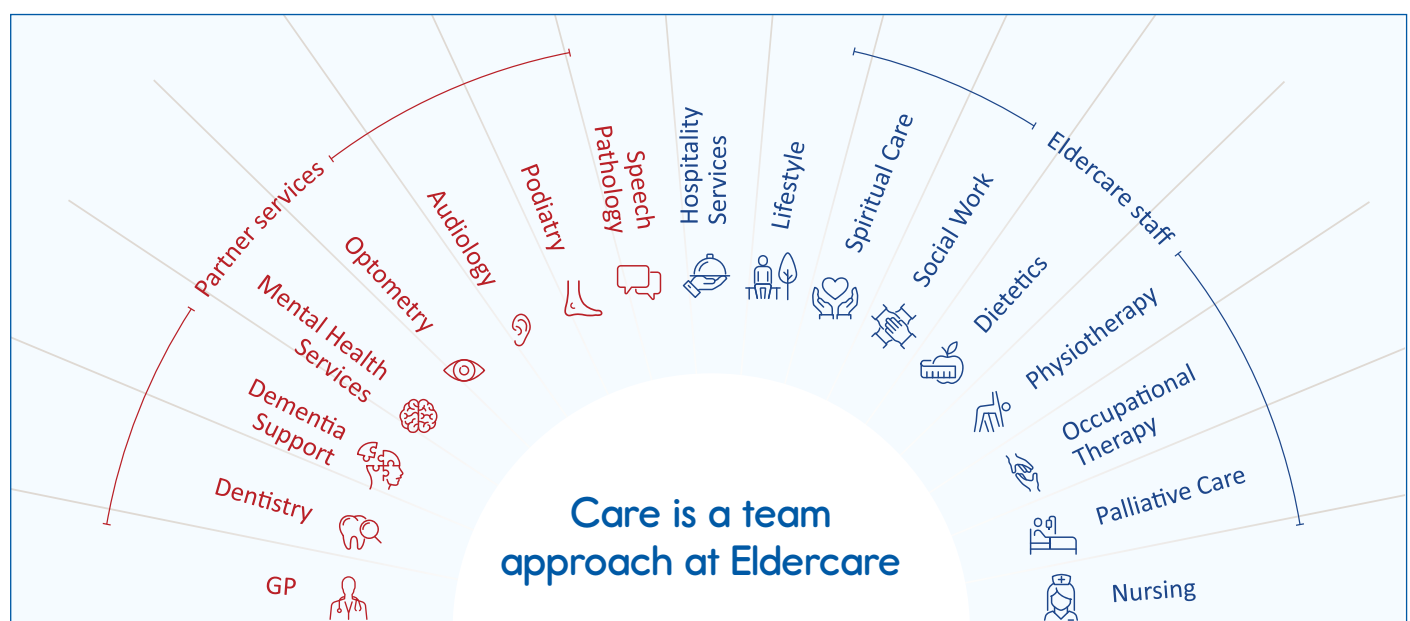
by allocating a dedicated Clinical Leader to a small group of residents for clear **communication**, care **coordination**, **collaboration** and **integration**.

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.





## Wellbeing

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Resident wellbeing is high at Eldercare.

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



## Spiritual care

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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

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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

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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.

## Hospitality services

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Oxford 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 and snacks are available at all times.

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 Oxford.

## Entertainment and beauty services

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Eldercare offers Netflix or a similar streaming service and smart TVs in all the rooms at Oxford.

Oxford has a beauty salon that our residents enjoy and each month every resident receives a complimentary beauty voucher to be used in the salon.

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