

2016 ANNUAL EDITION

Eldercare Matters



Eldercare shows its heart

INSIDE THIS ISSUE: REDEVELOPMENTS REACH COMPLETION
DISCOVERING THE REAL BENEFITS OF A VIRTUAL WORLD • LET'S DANCE
HOORAY FOR HOLLYWOOD! • BELLA: A FRIEND 'FUR' GOOD

CONTENTS

Eldercare shows its heart	4	Eldercare trials new nurse call technology at South Park	21
Redevelopments reach completion	6	When nature calls: a struggle for dignity	22
Discovering the real benefits of a virtual world	9	Dedicated staff recognised at service awards	24
Bruce and Pat Coventry: a marriage made in heaven	11	Neville's 'knock up' job brings joy to residents	26
Let's Dance	12	Journey to China	27
The Gift of Grace	14	Pam's helping hand	29
Kingsborough: stress-free retirement in sizeable style	15	A 'sporting' celebration for Eldercare volunteers	30
Bella: a friend 'fur' good	17	Green light for Give Back	32
Eldercare's residential aged care revitalisation	18	Hooray for Hollywood!	34



Eldercare has been selected as a finalist for the 2016 Alzheimer's Australia SA Dementia Care Excellence Award.

The winner will be announced at the South Australian Community Achievement Awards gala event on Friday 25 November 2016 at the Hilton Adelaide.

We congratulate everyone at Eldercare for working tirelessly together to transform our culture to one that delivers peace of mind by providing quality person-centred dementia care across all of our residential aged care facilities.

Welcome to our first annual edition of **Eldercare Matters**

ELDERCARE CHIEF EXECUTIVE
JANE PICKERING WITH ALLAMBI
RESIDENT JEAN NICHOLSON



2016 has been another busy but rewarding year for Eldercare. Our residential aged care building program is reaching completion with our multi-million dollar redevelopments at Allambi in Glengowrie and The Lodge at Wayville both expected to be finalised this month. Significant refurbishment work has either commenced, or is planned, at a further eight residential aged care facilities across the Greater Adelaide and Yorke Peninsula regions to ensure our sites meet the high standards we expect at Eldercare. You can read more about these projects in this edition.

As we prepare to celebrate the accomplishment of our Glengowrie and Wayville redevelopments, we also acknowledge that it is a time of change for residents, families and staff at Oxford in Hove and Kirkholme at Goodwood. Residents currently living at Oxford will move to their new home at Allambi in early December and the site will be completely refurbished. The 'new' Oxford is scheduled to reopen in late 2017 with enhanced features including single rooms with private ensuites as well as expanded resident living areas and gardens. Residents at Kirkholme will relocate to either The Lodge or to Allambi before Christmas with a major redevelopment also planned for our Goodwood site. Our Major Projects and Property team as well as Operational Services staff have been working closely with residents, families and staff to ensure a smooth transition. We will continue to do our absolute best to ensure residents' needs are met during this changeover.

2016 has also seen the aged care sector increase its petitioning of the Federal Government. Earlier this year, the government announced plans to cut its aged care payments by \$1.2 billion in the 2016-17 budget. It intends to do this by reducing the amount of money it spends on the complex health care component of the Aged

Care Funding Instrument (ACFI). If these cuts are implemented, they will have a significant negative impact on the funding Eldercare receives to deliver care. As part of the broader Uniting Care Aged Care Network, we have directly appealed to the Federal Government to reconsider its decision and work with the aged care sector on developing more sustainable funding models for aged care. We are also working on strategies to lessen the impact of possible funding cuts on our direct care services to our residents.

Direct care would not be possible without a team of dedicated staff working across our Eldercare sites in residential aged care, retirement living, day therapy and home-based community services. We recently celebrated the contribution of more than 200 long-serving Eldercare employees with Staff Service Award presentations held across the organisation. Our site-based staff live Eldercare's values of respect, accountability and connection every day and I thank them for the energy and expertise they bring to their roles. I attended several of these award ceremonies and I always feel a genuine sense of pride knowing our employees play such an important role in keeping residents safe and well cared for. You'll see photos from some of the award presentations featured in this magazine.

I hope you like the 'new look' Eldercare Matters and enjoy learning about some of the wonderfully inspiring people and projects here at Eldercare as we continue to deliver peace of mind with our care.

A handwritten signature in black ink, appearing to read 'Jane Pickering'.

Jane Pickering
Chief Executive

ELDERCARE SHOWS ITS HEART

Marketing and Communications Manager Marianne Zanelli explains why Eldercare is taking a youthful approach for its new advertising campaign that is 'all heart'.



EVANSTON PARK LIFESTYLE TEAM MEMBER JUDI YARLETT
MAKING 'HAND HEARTS' WITH RHONDA SNOW

Eldercare has launched a brand new promotional campaign following the successful rollout of the organisation's revised logo earlier this year.

Marketing and Communications Manager Marianne Zanelli said the campaign entitled 'Eldercare...where the heart is' features both residents and staff making heart shapes with their hands.

"Residents talk positively about the warmth, comfort and friendship they enjoy at Eldercare and we wanted a campaign that demonstrated these sentiments and also reflected our purpose to deliver peace of mind with our care," said Marianne.

"The 'hand heart' is a popular trend amongst the young 'Millennials' generation and it is a positive non-verbal gesture that everyone understands the meaning of – no matter their age."

The campaign was developed in collaboration with Adelaide agency NRG Advertising and integrates traditional and digital marketing methods including outdoor bus shelter advertising, local print publications and the Eldercare website.

"The aim is to increase awareness of our brand so that potential staff, residents and family members get a sense of the positive experiences people can enjoy living in an Eldercare home whether it be residential aged care or retirement living."

Ms Zanelli said residents and staff had 'a lot of fun' making heart shapes with their hands.

"Our photo shoots have been filled with laughter with everyone getting in the spirit of making 'hand hearts'."

"When we were taking photos at our residential aged care facility Evanston Park, I was really enthused by one resident who exclaimed 'Evanston Park is where my heart is!'."

"It was a spontaneous comment which confirmed to me that this new campaign authentically reflects residents' experiences."

"Our photo shoots have been filled with laughter with everyone getting in the spirit of making 'hand hearts'."



ELANORA PROPERTY SERVICES
OFFICER CARL BERRIMAN



ELANORA RESIDENT DAVE
WILLMOTT WITH STAFF MEMBER
DENISE HAMDORF



KINGSBOROUGH RESIDENTS
ERIC AND MAVIS CAWKWELL

The 'Eldercare...where the heart is' campaign commenced in late 2016 and will continue throughout the first half of next year.

REDEVELOPMENTS REACH COMPLETION

We talk with Major Projects and Property Executive Chris O'Grady about the completion of Eldercare's multi-million dollar redevelopments of The Lodge in Wayville and Allambi in Glengowrie.

THE LODGE

What was Eldercare's goal for The Lodge redevelopment? The Lodge is a prominent facility in Wayville and Eldercare has been part of the community for many years. The aim of this redevelopment was to 'add' to the site by increasing its capacity and also improving the overall attractiveness of The Lodge by replacing the former administration building with a modern well-designed northern residential wing.

What were the factors behind the decision to increase the scale of the redevelopment and include a range of additional improvements such as the internal refurbishment of existing resident rooms and White House? We received a lot of positive feedback from residents and families about the refurbishment work we completed in early 2016 so decided to expand the upgrade across the entire site to offer all residents a high level of comfort, amenity and safety.

What challenges came with redeveloping a site that is home to an historic building like White House? Refurbishing White House was a challenge as the brickwork on the eastern side of the building had been badly affected by fretting and salt damp and was in poor condition. Restoration specialists removed the old brick piers and built a new retaining wall with added pier reinforcements. This was a painstaking exercise but the end result is that the lower eastern facade has been restored to its original condition. It will look fantastic when the planting and landscaping is finished.

What features make The Lodge redevelopment distinctive? White House sets the scene with its stately presence fronting King William Road. The architects, Walter Brooke, designed the new residential wing for the northern side of the site which takes full advantage of the available area and creates a very attractive space full of natural light. The northern wing blends in very well creating a striking mix of heritage and modern design complemented by attractive courtyards and extensive gardens. A building project like this can be disruptive to residents and families at times and I thank them for their patience.

ALLAMBI

What aspect of the Allambi redevelopment are you most proud of? The architects have created a design that makes the most of the irregular shape of the site. They have designed some fantastic spaces inside the building and integrated the new wing with the existing building through the clever use of courtyards and open spaces. We faced many hurdles getting the project underway but we have kept the project on time and on budget since the start of construction.

How does this redevelopment complement Eldercare's focus on person-centred care? The layout of the facility supports our person-centred care approach very well. Every resident has their own room with private ensuite and nursing staff are located nearby. Technology has been 'built in' to assist staff to better care for residents and respond to their individual needs. Activity areas are located throughout the new building offering generous, attractive spaces for residents. Freshly cooked food will be served in smaller, more intimate group settings allowing better interaction between residents and staff.

What added benefits will residents, family members and staff enjoy? Allambi has been designed with extensive car parking to ensure families and visitors have good access to the facility when visiting their loved ones. Other benefits of the redevelopment include attractive open spaces, plenty of natural light, modern bathrooms, additional hairdressing facilities, allied health facilities, activity spaces, extra lifts and a kiosk.

What sets Allambi apart from other Eldercare sites? Allambi is a large site yet the designers have successfully created areas and clusters that make the residents' areas look and feel homely and comfortable. The sheer size of the facility has also given the architects licence to create some wonderful, generous open spaces inside the building enabling Eldercare to offer a wide range of support services to deliver peace of mind with our care.

THE LODGE

Project start date:

March 2015

Project end date:

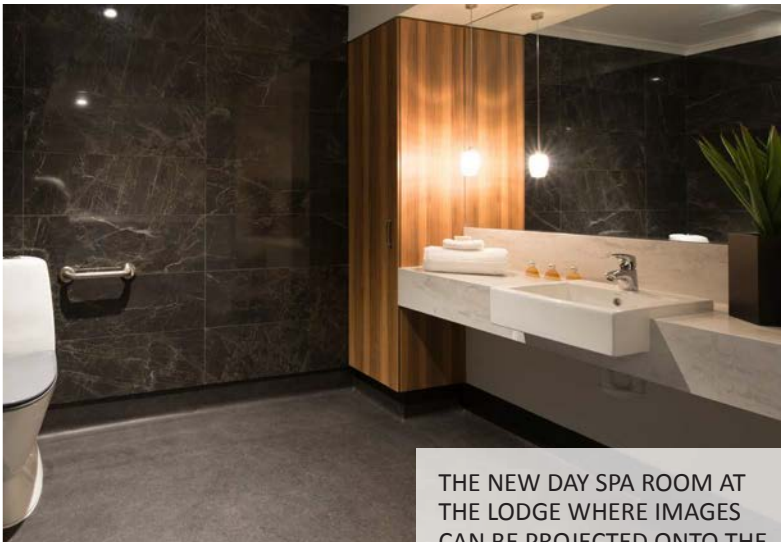
November 2016

Total investment:

\$15.2 million

Facility improvements:

- 38 brand new single rooms with ensuite bathrooms
- 56 completely refurbished single rooms with ensuite bathrooms and kitchenettes
- 33 renovated single rooms with ensuite bathrooms
- Interior refurbishment of White House heritage building
- More communal spaces including enclosed sitting and dining areas
- A large multi-purpose function room
- Brand new hairdressing salon
- Day spa



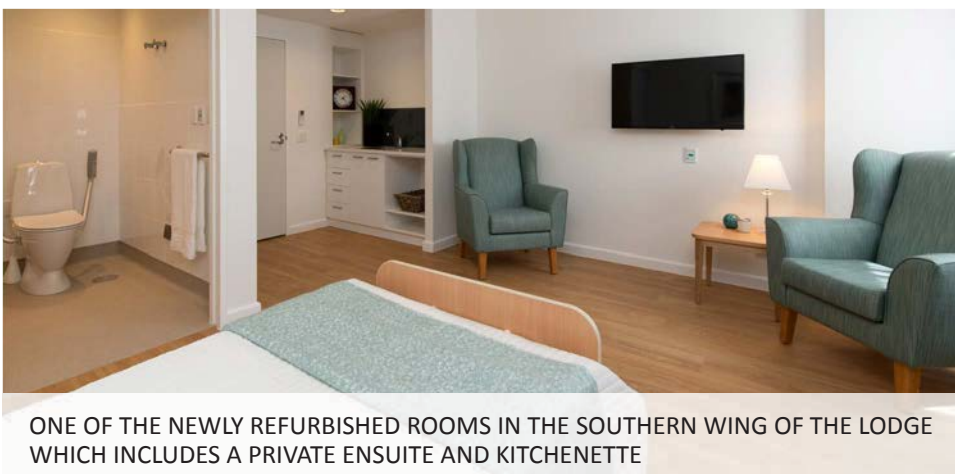
THE NEW DAY SPA ROOM AT THE LODGE WHERE IMAGES CAN BE PROJECTED ONTO THE WALL TO CREATE A RELAXING EXPERIENCE FOR RESIDENTS



RESIDENT RUTH SCHUETZ WITH HAIRDRESSER GEORGIA BAHR IN THE NEW SALON AT THE LODGE



THE LODGE SITE OPERATIONS MANAGER LOUISE HANIALAKIS WITH SENIOR PROJECT MANAGER PAUL SHANNAHAN



ONE OF THE NEWLY REFURBISHED ROOMS IN THE SOUTHERN WING OF THE LODGE WHICH INCLUDES A PRIVATE ENSUITE AND KITCHENETTE

The Lodge and Allambi redevelopments will be officially opened in early 2017.

CONTINUED NEXT PAGE

ALLAMBI

Project start date:

April 2015

Project end date:

November 2016

Total investment:

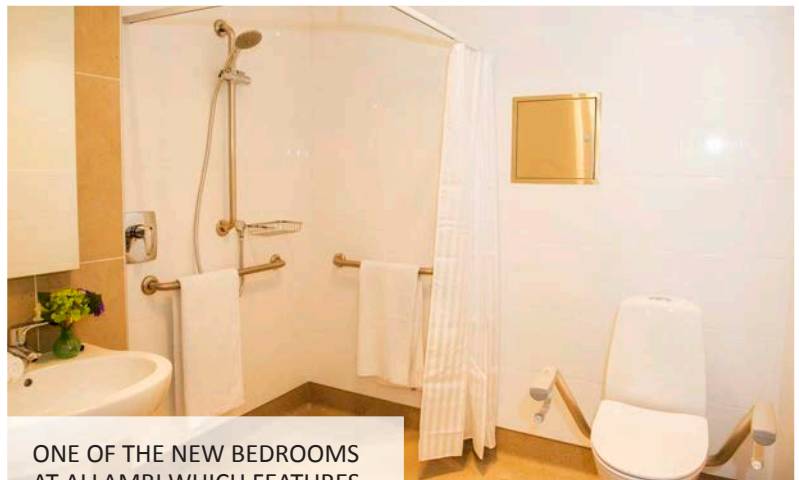
\$24.5 million

Facility improvements:

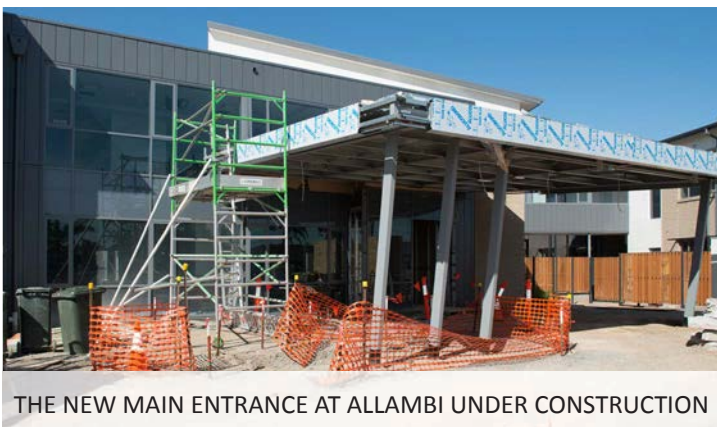
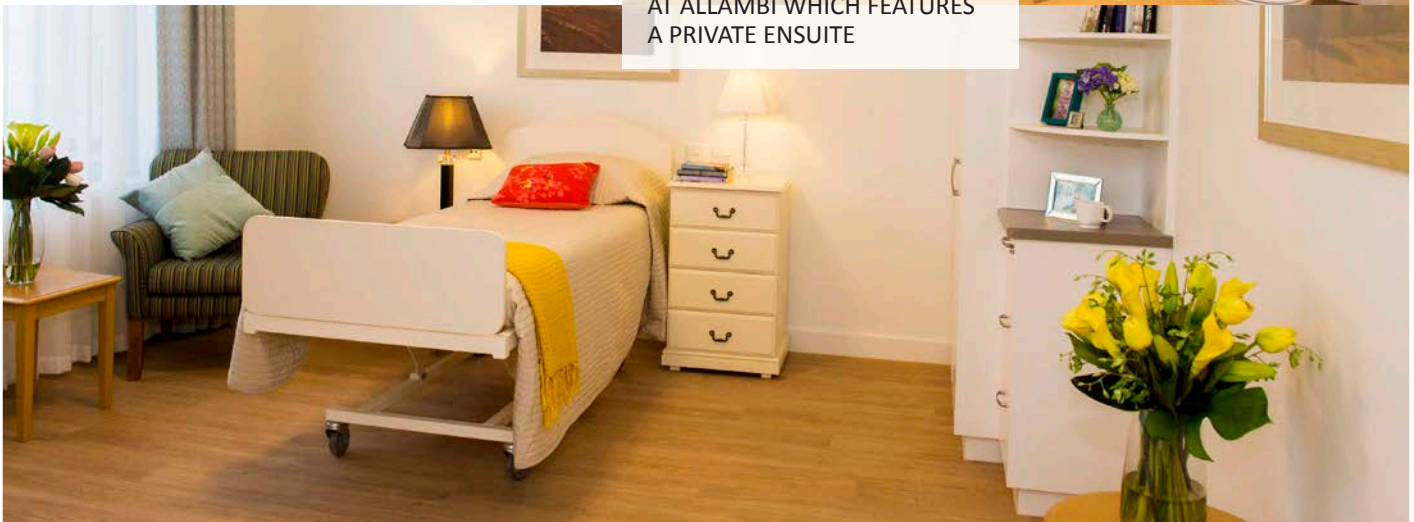
- 106 brand new single rooms with ensuite bathrooms
- Added cosy communal living hubs and homelike sitting areas
- A new kiosk
- Additional large multi-purpose spaces
- More landscaped internal courtyards
- New and upgraded staff areas
- Extensions to the existing kitchen and food storage areas
- Extra on-site car parking



(L – R) WALTER BROOKE INTERIOR DESIGNER
KATHERINE MCGARRIGAN WITH ALLAMBI SITE OPERATIONS MANAGER
SHAUNA GILL



ONE OF THE NEW BEDROOMS AT ALLAMBI WHICH FEATURES A PRIVATE ENSUITE



THE NEW MAIN ENTRANCE AT ALLAMBI UNDER CONSTRUCTION



ELDERCARE PROJECT TEAM
MANAGER DAVID BOUGHEY WITH
MARSHALL AND BROUGHAM
PROJECT MANAGER PAUL HICKS

Discovering the real benefits of a virtual world

In 2016, Eldercare became the first aged care provider in South Australia to investigate the benefits of Australian-designed Solis-VR virtual reality technology with residents. Early indications suggest residents are enjoying the experience.



EVANSTON PARK
LIFESTYLE COORDINATOR
LEE-ANNE CHENOWETH
WITH RESIDENT
ELIZABETH WHITTARD

Eldercare recently completed a month-long trial of virtual reality (VR) technology at Evanston Park near Gawler and Elanora in Stansbury to see if it can enhance the wellbeing of residents in care.

Eldercare trialled a product called Solis-VR which gives residents the opportunity to view a range of virtual experiences, such as a scuba dive and an Antarctic animal adventure, by wearing a portable 360-degree headset.

Solis-VR content has been designed especially for the aged care sector by Australian interactive media agency BuildVR and Co-creator Sally Darling said the idea was inspired by a desire to help her father who 'had been in care for five years and confined to a wheelchair'.

"From the first time I saw VR, I knew it was a solution for his lack of stimulating experiences within the confines of care," said Sally.

"I also recognised VR could make a difference to his quality of life by replacing many of the experiences he was missing.

"The business had the inspiration and the team started work to build a product that allowed aged care organisations to adopt the technology in a simple and easy to use application with content tailored to our oldest generation."

Earlier tests of Solis-VR technology by interstate aged care providers have shown that it can be used as an effective tool for relaxing residents living with dementia.

Dementia Excellence Program Manager Sarah Jamieson said the aim of Eldercare's VR trial was to see if the technology could improve residents' quality of life by creating 'interest, engagement and a sense of wellbeing'.

"Feedback from Evanston Park and Elanora has been very positive with early indications showing VR was helping residents to reminisce and share stories from their lives and also feel more involved if they had limited mobility."

Systems Information Services Manager Shayne Hilton said VR technology had the potential to be used in creative ways to benefit Eldercare residents.

"We have the capability to extend the content and create tailor-made personalised experiences which would enhance our commitment to delivering person-centred care to residents," said Shayne.

"We could record a walk through a resident's home and neighbourhood with family members who could then share this experience with their loved one in care by playing the footage back through the headset.

"We could even record a grandchild's wedding if a resident cannot attend so they still get to share in special family moments."

Eldercare's Systems Information Services, Dementia Excellence Program and Lifestyle teams collaborated on the VR trial. At the time of writing this story, Eldercare was assessing the results and will introduce VR at all residential care facilities if it is proven to enhance resident wellbeing.



VOLUNTEER AT THE LODGE HISAKO KOKUBUN
LEADS AN ORIGAMI SESSION WITH RESIDENTS
PAULINE STANFORD AND BETTY ADAMS

RESPECT

We protect the dignity, rights and values of individuals.

BRUCE AND PAT COVENTRY: A MARRIAGE MADE IN HEAVEN

Allambi residents Bruce and Pat Coventry celebrated their 74th wedding anniversary in 2016. They say the secret to their success is 'loving The Lord'.

Bruce Coventry vividly remembers the day Pat Western stepped into his life.

"I first saw her come into our Hawthorn Church of Christ one Sunday morning," said Bruce.

"She was on one side and her brother was on the other side of their father and it was quite an impressive thing to see three people like that come into the church."

Bruce was 19. Pat was 15. Pat said she was against the idea of 'chasing boys' so Bruce 'had to really work' to get her attention. He succeeded.

They saw each other at church every Sunday before Bruce moved to Melbourne to study at theological college and they continued their long distance courtship.

Bruce and Pat married in September 1942 at the church where they first met.

Married life brought its share of adventure for the young couple who set sail for India the following year to undertake missionary work. The world was at war, passenger liner travel had been cancelled and the only way the newlyweds could get to India was on a cargo ship carrying a hazardous load.

"When we got to Port Melbourne, this thing was painted camouflage grey and I thought 'we're going to have to go all the way to India ON THAT!' but we went on board and it was very comfortable," said Pat.

"When we got way out to sea the captain made his announcement; 'the cargo is ammunition – bombs'.

"We were longer than usual travelling because the ship 'zig-zagged' for safety all the time....my understanding was that 'zig-zagging' confused the radar for the enemy ships."

Bruce and Pat spent 20 years in India, where they had six children, before returning to South Australia where they have lived ever since.

Pat said the secret to a successful marriage was 'loving The Lord'.

"We both very much love The Lord – and so do our six children – that's number one."

Daughter Margaret Coventry, who also lives at Allambi, said she admired her 'wonderful' parents' commitment to one another.

"I see them here in their old age helping each other," said Margaret.

"Mum has a lot of trouble walking and getting out of the wheelchair and Dad comes over and helps her.

"He always says goodnight to her and when he gets dressed ready for bed, he often goes back to see Mum to check that she's alright before she turns her light out."

Bruce and Pat celebrated their 74th wedding anniversary with a party, organised by Margaret, at Allambi in September attended by family and friends.



"We would like to thank all our friends for their well wishes at this very special time."

BRUCE AND PAT

LET'S DANCE

Cottage Grove residents have 'taken the lead' and embraced Eldercare's new dance program that aims to enrich the mind, body and spirit.



(CENTRE) COTTAGE GROVE LIFESTYLE COORDINATOR
SUE HAKOF DANCING WITH HAZEL BLUMBERG

"David Bowie had just passed away when I was deciding on a name for the project so I named it in honour of him and his catchy song Let's Dance so 'put on your red shoes'..."

Kay Goodman-Dodd



RESIDENT THELMA EVERTON DANCES WITH SUE VISSER



THELMA QUINN

Residents at Cottage Grove have taken to the dancefloor for their enjoyment and wellbeing as part of Eldercare's Let's Dance initiative.

Leisure and Wellbeing Program Manager Kay Goodman-Dodd said the idea for Let's Dance came from a discussion with Dementia Excellence Program team members Sarah Jamieson and Tanya Liddell.

"We knew there was a broad range of dance activities happening at our residential aged care sites but they were very sporadic," said Kay.

"We consulted residents who told us they wanted more regular dance activities they could participate in and not just watch.

"Cottage Grove was chosen as the pilot site for Let's Dance because they were planning a big masquerade ball in October and needed help with the event."

Dementia Excellence Program Manager and amateur dancer Sarah Jamieson, along with Lifestyle team member and ballroom dance instructor Charmaine Leggett, taught other Eldercare staff members a range of different steps they could perform with residents.

Staff and residents rehearsed weekly in the lead up to the Cottage Grove ball learning dances including the waltz, the tango, the Hokey Pokey and the Nutbush.

"It is a feel good, in the moment, validating, social, fun and reminiscing activity."



COTTAGE GROVE RESIDENT AUDREY COOPER

Ms Jamieson said the response to Let's Dance at Cottage Grove was 'very positive'.

"The afternoons of dancing and learning steps were high energy, fun, warm and social," said Sarah.

"Residents became animated – they smiled, laughed and got up to dance and the dancing sparked conversations.

"The residents who did not get up to dance swayed and clapped to the music, tapping their feet and singing along whilst residents in wheelchairs joined in and danced in their chairs."

Ms Jamieson believed the Let's Dance program could have 'enormous value' for residents living with dementia.

"It is a feel good, in the moment, validating, social, fun and reminiscing activity.

"It provides opportunities to enjoy familiar music, to move with the music, to connect with others, to laugh and remember."

Ms Goodman-Dodd said the Let's Dance program had also been introduced at Seaford following the pilot at Cottage Grove and would be rolled out across other residential aged care facilities by July 2017.

"The idea is that the Let's Dance team will spend one day at each site training staff and dancing with residents before returning later in the month for a more formal dance event."

THE GIFT OF GRACE

With Australia's 'Baby Boomers' now reaching retirement age, we discover the special connection Eldercare's oldest independent living resident 102-year-old Grace Sando has with this generation.

Grace Sando never planned on becoming a primary school teacher.

It was the early 1950s and there weren't enough teachers to educate the 'Baby Boomer' children who were reaching school age.

It wasn't long before Grace, parent to three young boys and president of the local school's Mother's Club, was approached about a career in teaching.

"The department decided they would introduce a quick, short term training session for anyone that had a good education or background," said Grace.

"When the second of these quick training sessions was offered, the Infant Mistress said to me 'I think you could do that, why don't you apply?' so I did!"

Grace said she was interviewed at length by a man at the education office where they spoke 'about everything except school'.

She left with a magazine about teaching and was told she would be needed for 'five years at the outside'.

Grace went on to teach for 25 years.

She vividly remembers teaching the young 'Baby Boomers' and how she was asked to take her first class of students two weeks into her training.

"We were supposed to train for six months by going into other teachers' rooms and observing and seeing how they approached the lessons and I'd been doing that for a fortnight when the lady who had grade four girls lost her husband," said Grace.

"Anyway, the Head said 'how do you reckon you would get on taking on that grade four class that's got no teacher tomorrow?' I said 'I suppose I could'.



KINGSBOROUGH RESIDENT GRACE SANDO

"He said 'Well, I'll come and help you', I said 'alright then' so that was that.

"I had a fortnight's training and then I had this group of grade four girls who were very good and I got through until the end of the year."

With 1400 students enrolled at the school where she taught, Grace thought she might have met her match when 'faced' with a group of grade three boys in 1954.

"I looked at all these boys, they lined up in pairs and they marched into the room," said Grace.

"It was a very big room thankfully, they filed in and I counted them – 48 grade three boys!

"I thought 'why did I think of this?' I'll never forget that day! Anyway, we got along quite well."

Grace continued to teach primary school students until 1979 when she 'had to retire' at 65.

"That was law in those days. I think in the end they were sorry to lose me.

"I had good results with nearly everything there. I had a lovely time."

KINGSBOROUGH:

STRESS-FREE RETIREMENT IN SIZEABLE STYLE

Following the successful conversion of one-bedroom retirement units to two-bedroom homes at College Green in Kent Town in 2015, Eldercare shifted its focus to Kingsborough in Norwood this year where a similar project is giving retirees the chance to downsize in style.

The demand for two-bedroom retirement living homes in the inner eastern suburbs has continued throughout 2016 with Eldercare completing another unit conversion and refurbishment project at Kingsborough.

Retirement Living Manager Julie Capozza said \$230,000 had been spent on converting four one-bedroom units into two two-bedroom homes which feature 'modern designs that are perfect for independent living and mindful ageing in place'.

"These well-designed units include separate lounge and dining areas as well as a second toilet and separate laundry," said Julie.

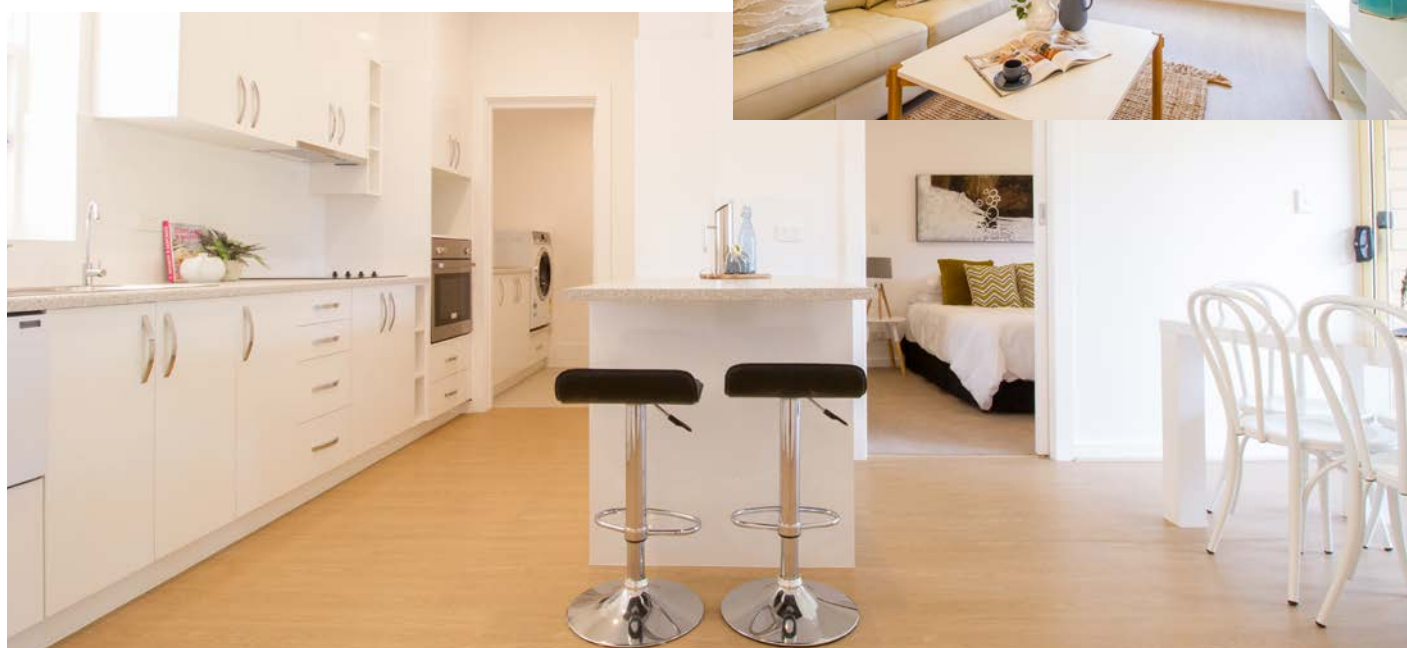
"Timber look flooring has been laid in the living spaces for ease of cleaning and non-slip floor tiles have been installed in all 'wet areas'.

"The units have all new interiors boasting brand new appliances including reverse cycle air-conditioning for year-round comfort, a drawer dishwasher as well as energy-efficient LED lighting."

Ms Capozza said one of the new two-bedroom units at Norwood had already sold 'off the plan' with the second upstairs unit available for purchase at \$390,000.

"This upstairs unit has some of the best views in Kingsborough with a glass sliding door that opens out onto a private balcony overlooking the beautifully landscaped central courtyard gardens."

Ms Capozza said Eldercare offers a range of in-home services and support to deliver peace of mind to retirees including Eldercare Service Assist which connects village residents to a range of services including cleaning, personal care and transportation.



To register your interest for the upstairs two-bedroom unit featuring a sparkling new interior contact Eldercare's Retirement Living Sales team on 8274 3633 or visit eldercare.net.au

Kingsborough is located at 79 - 81 William Street in Norwood with prices starting from \$132,000 for a one-bedroom unit

RETIREMENT LIVING

8 PREMIUM LOCATIONS AT AFFORDABLE PRICES

KENT TOWN
NORWOOD
FELIXSTOW
MT BARKER

HOVE
WOODCROFT
STANSBURY
MAITLAND

- Various contract types available to suit your budget
- 1BR, 2BR and 3BR homes available
- 24 hour emergency maintenance
- Pet friendly
- Access to a wide range of in-home services through Eldercare Service Assist



ELANORA RETIREE ELVIE FRANCIS WALKS ALONG THE STANSBURY FORESHORE WITH HER DOG CANDY

Call us on 8274 3633 or visit eldercare.net.au

BELLA: A FRIEND 'FUR' GOOD

5-YEAR-OLD PET THERAPY DOG BELLA THE LABRADOODLE WITH RESIDENT ETHEL PHILLIPS WHO FEATURE IN MOUNT BARKER COUNCIL'S 2017 CALENDAR. IMAGE COURTESY RICHARD HUMPHRYS PHOTOGRAPHY AND MOUNT BARKER COUNCIL

Therapy dog Bella visits residents and staff at Sash Ferguson every week and was recently photographed for Mount Barker Council's 2017 calendar celebrating the important roles dogs play in the community.

When it comes to working as a therapy dog in aged care, Sash Ferguson Lifestyle Coordinator Gail Bell says her Labradoodle Bella is 'made for the job'.

"Bella just loves it when she comes to work and greets everybody," says Gail.

"Take her home and she's a normal domestic dog – bring her here and she is in work mode."

Gail has been bringing Bella to visit residents and staff at Sash Ferguson every week since she was an eight-week-old puppy.

Bella has developed a well-honed routine over the past five years. Her day begins with visiting carers and nurses and eating a 'specially cooked' piece of buttered toast prepared by staff in the Memory Support Unit before starting work with her 'master' Gail.

"She comes wherever I go, off lead most of the time, and she follows me like a little lamb and goes in and out of people's rooms."

Gail says Bella has a 'beautiful' relationship with resident Ethel Phillips who was photographed with the Labradoodle for Mount Barker Council's 2017 calendar.

"There can be a whole group of people but Bella will find Ethel."

"It just brightens you up straight away. It's an involuntary response."

"Ethel's room is one of the first Bella goes to in the morning – their relationship has lasted five years and they've got a pretty good bond."

Gail says she witnesses 'so many moments in a day' that show the value Bella brings to residents including those in palliative care.

"We had a resident who was unconscious and an animal lover," recalls Gail.

"We put Bella up on the bed and we held her hand out so she could touch Bella."

"The resident responded and within a few hours she had passed away."

Site Operations Manager Nicole Cannon says everyone at Sash Ferguson 'loves' Bella.

"Even when I walk down the passage and I see Bella, it's not 'Hi Gail, it's 'BELLA!' and then I say hello to Gail after," jokes Nicole.

"It just brightens you up straight away. It's an involuntary response."

Gail says Bella does 'a wonderful job' at Sash Ferguson.

"I'm so proud of her, what she does and what she gives people at the end of the day."

"She's not giving to me – she's giving to a lot of people in a day."

ELDERCARE'S RESIDENTIAL AGED CARE REVITALISATION

We explore how residents will be the big winners from Eldercare's multi-million dollar refurbishment of residential aged care facilities across the Greater Adelaide and Yorke Peninsula regions.



Eldercare is investing more than \$6m in site refurbishments across eight residential aged care facilities this financial year to further enhance its commitment to providing homelike care for residents. Project Team Manager David Boughey said renovations began a few months ago and will consist of upgrades including the installation of new floor coverings, curtains and wall-mounted televisions in bedrooms. "Eldercare prides itself on the delivery of person-centred care and it's important our facilities are regularly refurbished so we continue to offer residents homelike living spaces that support their wellbeing."

Mr Boughey said the most extensive renovations are planned for Evanston Park, Seaford and Acacia Court where expenditure will range between \$700,000 and \$1.5m at each site. "Evanston Park and Seaford will be completely revitalised to create a more modern living environment for residents with upgraded bedrooms as well as renovated lounge and dining areas." Mr Boughey said the refurbishment of Elanora in Stansbury on the Yorke Peninsula is one of the most eagerly awaited redevelopments. "The Elanora upgrade is exciting because it has been discussed for many years and features the complete refurbishment of bedrooms in Natt Wing, including the creation of two premium suites, which will significantly transform its interior aesthetic and create a more 'homely' feel for residents."

“Eldercare prides itself on the delivery of person-centred care and it’s important our facilities are regularly refurbished so we continue to offer residents homelike living spaces that support their wellbeing.”

ELDERCARE’S REFURBISHMENT PROGRAM AT A GLANCE

ACACIA COURT

HENDON

Work to commence:

November 2016

Expected completion:

April 2017

Planned site enhancements:

A significant number of resident bedrooms (including bathrooms) will be fully refurbished along with upgrades to kitchen and laundry facilities.

COTTAGE GROVE

WOODCROFT

Work to commence:

December 2016

Expected completion:

March 2017

Planned site enhancements:

Refurbishment of resident bedrooms and common areas including new carpets, paintwork and curtains.

ELANORA

STANSBURY

Work commenced:

August 2016

Expected completion:

December 2016

Planned site enhancements:

Full refurbishment of Natt Wing, the conversion of Playford Wing to staff office spaces and minor improvements to Reilly Wing, the front office reception area and shared resident living spaces.

EVANSTON PARK

EVANSTON PARK

(NEAR GAWLER)

Work commenced:

October 2016

Expected completion:

January 2017

Planned site enhancements:

Improvements to the front office reception area, wall-mounted televisions to be installed in every bedroom along with new carpets, paintwork, curtains, artwork, furniture and signage throughout the facility.

SASH FERGUSON

MOUNT BARKER

Work to commence:

November 2016

Expected completion:

March/April 2017

Planned site enhancements:

A significant number of resident bedrooms will be renovated with improved access, new joinery, floor coverings and paintwork plus significant improvements to shared spaces including the front office reception and main dining areas. The project also includes a significant safety improvement with the installation of an automatic fire sprinkler system throughout the facility.

SEAFORD

SEAFORD

Work to commence:

November 2016

Expected completion:

January 2017

Planned site enhancements:

Improvements to the front office reception area, wall-mounted televisions to be installed in every bedroom along with new carpets, paintwork, curtains, artwork, furniture and signage throughout the facility.

SOUTH PARK

MINLATON

Work commenced:

October 2016

Expected completion:

November 2016

Planned site enhancements:

Wall-mounted televisions to be installed in every bedroom and lighting upgrades in shared living areas.

THE VILLAGE

MAITLAND

Work commenced:

October 2016

Expected completion:

November 2016

Planned site enhancements:

Full refurbishment of Weetulta Wing bedrooms and shared living areas including new carpets, paintwork and curtains as well as wall-mounted televisions to be installed in every bedroom.

Renovations across all eight residential aged care sites are expected to be completed by 30 June 2017.

OPPOSITE PAGE: YORKE PENINSULA OPERATIONAL SERVICES MANAGER MEL KING WITH MYKRA SITE MANAGER DAVE WALLER AT ELANORA



ELDERCARE PROPERTY SERVICES OFFICER RANDAL LAUNER AT WORK IN KINGSBOROUGH'S GARDEN

ACCOUNTABILITY

We are responsible for working safely and with integrity.

ELDERCARE TRIALS NEW NURSE CALL TECHNOLOGY AT SOUTH PARK



ELDERCARE ACTING OPERATIONAL SERVICES EXECUTIVE SUE KRAKE WITH SYSTEMS INFORMATION SERVICES MANAGER SHAYNE HILTON

The installation of a new state-of-the-art nurse call system at South Park in Minlaton is anticipated to deliver greater peace of mind and wide-ranging benefits to residents and staff.

Enhanced care delivery and improved staff response times are the expected outcomes from Eldercare's trial of a sophisticated new nurse call system at South Park on the Yorke Peninsula.

Systems Information Services Manager Shayne Hilton said the trial of the Advance Care nurse call system, which began in September, represented a 'quantum leap forward' for the Minlaton facility.

"The original system at South Park was the oldest within Eldercare," said Shayne.

"The new system we are trialling has a range of features that South Park hasn't had previously including wireless pendants for residents, enhanced tracking capabilities and automated call cancelling when staff enter a resident's room.

"These features are going to make it much easier for our staff to support residents."

Acting Operational Services Executive Sue Krake said the new call system would deliver many benefits to residents and staff.

"When a resident requests help, information will be transmitted straight to the phones which our nurses and carers carry and also to corridor display panels

so staff can quickly identify where the resident is and respond accordingly," said Sue.

"This system also allows staff to easily and efficiently track essential equipment like oxygen cylinders, transfer boards and lifters which could potentially save precious time in an emergency situation."

Mr Hilton said the Advance Care system was selected for its reliability, affordability and user-friendliness.

"The Systems Information Services team has worked closely with Yorke Peninsula Operational Services Manager Mel King and the South Park team to select the system and implement it," said Shayne.

"The feedback from residents and staff so far has been enthusiastic.

"Residents can call for assistance anywhere on site and know a staff member will go directly to where they are for immediate support."

Eldercare is currently undertaking a review of all nurse call systems used across the organisation's residential aged care facilities. The Advance Care system installed at South Park in Minlaton will also be used at Allambi in Glengowrie.

WHEN NATURE CALLS: A STRUGGLE FOR DIGNITY

by Gary Campbell



Eldercare Enrolled Nurse Gary Campbell continued to write as a 'guest blogger' for the Aged Care Channel (ACC) throughout 2016 sharing his experiences of caring for residents living with dementia. Gary's recent post 'When Nature Calls: A Struggle for Dignity' was featured by the ACC in a collection of online resources to coincide with Dementia Awareness Month in September. Gary's post explored the basic human need of going to the toilet, the challenges faced by residents and the importance of providing care that preserves dignity. The quotes in this edited version of Gary's original blog post were inspired by real life situations (names changed).

I was travelling on public transport recently from the city to the hills to visit a friend when early on in the trip I really needed to go to the toilet. We have all experienced situations like this and it can be quite distressing depending on how long we might have to wait for relief. The journey I took was nearly an hour and by the time I arrived at my destination, the first thing I urgently needed to do was to find a toilet. This need overtook all else and, until it had been met, I was extremely anxious. Thankfully, I was able to locate a toilet in a shopping mall prior to meeting up with the friend. I had some control over a situation that, to a degree, for the previous hour was out of my control.

Anna was assisted to the dining room for the evening meal. She seemed tense and her facial expression was one of consternation, however she was happy to walk with someone by her side from the lounge room to the dining room. The staff member sat Anna at her usual place at the table and continued assisting others to the dining room. They had not noticed Anna's anxiety as she could be a little tense at times and the assumption was that Anna was withdrawn on this occasion and perhaps was feeling a little introspective. The staff member chatted to Anna as they walked but Anna simply nodded when responding. Usually, she would have a laugh or make some comment. Anna became increasingly anxious at the table; not wanting to eat, staring straight ahead and, at times, shivering. She pushed the main course away abruptly when it was delivered and she had not even touched the first course. This was not unusual as Anna did not always enjoy a full meal. I noted her ongoing anxiety and sat beside her and asked if she was ok. She shook her head and her whole body shook with another deep shiver. I offered to assist her to put on her cardigan, which I had collected from her room, however she pushed it away. She was also starting to hyperventilate and panic; she was fearful and pointed to her abdomen. I asked if she had pain in that area and she nodded. I then asked if she wanted to leave the dining room and go to her room; she grabbed my hand, squeezed it hard and nodded. She looked frightened and tears were welling in her eyes. With another staff member, we were able to take Anna to her room. We had to take her in a wheelchair as she was unable to steady herself to walk due to her anxiety.

Once in her room, I asked her if she needed to 'go to the toilet' and she nodded saying: 'It's awful, hurry, hurry, quick, horrible, horrible'. By this stage, she was shivering continuously and in a highly anxious state. We were able to assist Anna into her bathroom and onto the toilet; we placed the overhead heater on and one of us stayed with her, allowing her some privacy by partially closing the bathroom door. Up until this time, Anna had been extremely upset, frightened and embarrassed. She found herself in a public space experiencing the physical signs of needing to go to the toilet but did not have the capacity to ask for help due to her dementia. She simply had difficulty in finding the words to express her needs.

Anna had experienced what could be labelled as a panic attack – a 'behaviour' – and an anxious, agitated episode when she was in the dining room. What she was experiencing was indeed a mixture of those, however it stemmed from her inability to independently act in response to her need. Anna was totally reliant on those around her; those entrusted to her care. She wanted to go to the toilet urgently but was unable to indicate this to anyone due to her difficulty in word finding, her lack of comprehension and her ongoing confusion. However, she knew she did not want to be sitting at the dining table, in the company of others, in a public space, unable to make her needs known, unable to get up and take herself to her room. What was in the past a very private situation was suddenly a very public one. Anna was totally reliant on others. She relied on someone else to assist her, to be able to understand her needs, to have the skill of reading her body language and to professionally maintain her sense of dignity and privacy.

What was once an intimate and private function for the many residents in care has become somewhat public within the aged care setting. There need not be a struggle for dignity if we can show respectful and insightful support. We can never assume that we understand what is going on inside someone's head, what their thought processes are, what they may need or be asking for and there is usually an underlying cause for what we can so easily label as a behaviour.

You can read the full version of 'When Nature Calls: A Struggle for Dignity' on the Aged Care Channel website at www.acctv.co



In addition to publishing Gary Campbell's blog posts on its website, the Aged Care Channel shares his articles both internally to staff in Australia and the United Kingdom as well as externally on its social media platforms which have a daily reach of more than 10-thousand followers.

"Gary's extensive experience caring for people living with dementia is a powerful voice to be heard. Continuous education plays an important role in changing the narrative about dementia care and it helps take the 'scary' out of the conversation. Gary has a unique writing style with a unique perspective. He carefully navigates the balance between personal observations and feelings with the professionalism of an experienced enrolled nurse. This particular post has resonated deeply with all of the team at ACC and this story has been referred to many times since publishing. To learn first-hand how the simple act of going to the toilet (which we all do) can be so misunderstood was upsetting to think about. Gary's approach to writing this post with genuine care, understanding and patience was another powerful example of how we can learn and better understand how to provide care to our most vulnerable."

AMANDA TERRANOVA, AGED CARE CHANNEL MARKETING AND COMMUNICATIONS DIRECTOR, AUSTRALIA AND THE UNITED KINGDOM



DEDICATED STAFF RECOGNISED AT SERVICE AWARDS

More than 200 employees were recognised for their loyal service to Eldercare with award presentations held across the organisation in 2016. Chief Executive Jane Pickering believes the key to nurturing staff loyalty hinges on having a work culture that embraces both stability and innovation.

Long-serving Eldercare staff have been congratulated by Chief Executive Jane Pickering for their contribution to the organisation.

Ms Pickering said it was 'encouraging' to see so many employees recognised for their continued service ranging from five to 40 years.

"There is no doubt that having staff with history, experience and knowledge of the organisation, and the care we provide, is invaluable," said Jane.

Ms Pickering believed that a workplace culture where 'new opportunities' were offset by a 'familiar sense of security' would further encourage employee allegiance.

"The challenge is to get the mix right; on one hand you have to maintain consistency and reliability whilst on the other, it is important to generate



excitement about new opportunities so people are keen to stay, and grow their careers, with Eldercare."

Ms Pickering said results from the 2016 Staff Engagement Survey had provided the organisation with important information about why people worked for Eldercare and what inspired them.

"A lot of the feedback we received from staff relates to the positivity they feel about their colleagues and the work they do – it is not actually about the money they make.

"We are taking the survey results seriously and will be looking at ways to better manage workloads and ensure we provide opportunities for progression so even more employees choose to commit to Eldercare for the long term."

Visit Eldercare News at eldercare.net.au for more photos from the Staff Service Awards

RESULTS FROM THE 2016 STAFF ENGAGEMENT SURVEY

Top five reasons why employees think Eldercare is a great place to work:

- 1 Their colleagues
- 2 The work they do and their relationships with residents
- 3 Their teams
- 4 The organisational culture
- 5 The pleasant workplace and environment



Top five reasons people want to work at Eldercare:

- 1 The type of work
- 2 The organisation's reputation
- 3 Having the resources and staff available to provide good care
- 4 The locations of Eldercare facilities
- 5 Their enjoyment of the role





Neville's 'knock up' job brings joy to residents

A simple but successful invention is helping more Oxford residents participate in indoor bowls thanks to a clever collaboration between the site-based Lifestyle and Property Services teams.

(L – R) OXFORD RESIDENTS BRENDA MADDAFORD AND PEARL WARREN PLAYING INDOOR BOWLS WITH LIFESTYLE COORDINATOR SUE PELLETIER AND PROPERTY SERVICES OFFICER NEVILLE SAGE

When Oxford Lifestyle Coordinator Sue Pelletier approached Property Services Officer Neville Sage about inventing a gadget to make indoor bowls more accessible to residents with limited mobility, he embraced the challenge.

"I had a resident who had been very interested in carpet bowls but she was no longer able to stand and was in a seated position," said Sue.

"I went to Neville and asked him if he could think of any way in which we could enable a seated person to direct the ball across the room and was there something he could come up with."

Neville agreed to 'knock something up' and found the solution using pieces of plastic downpipe, four wheels and a timber frame.

"The original idea was to design the piece of equipment for a resident in a wheelchair," said Neville.

"I went on to modify the design by adding a removable pipe extension so it can also be used by

a resident in a princess chair which is higher off the ground."

Neville's invention has increased the popularity of indoor bowls at Oxford significantly with approximately 20 residents now participating in, or observing, the weekly competition.

Neville is proud to see his invention being used.

"Every time I walk past and see them using it, which is normally on a Monday, it's good," said Neville.

"You get a bit chuffed when you see something like that."

Whilst Neville admits his indoor bowls invention was 'pretty cheap to make', its value is priceless.

"The residents have become really attached to this activity now that so many of them can participate," said Sue.

"It has brought carpet bowls within the reach of all residents; no matter what their capacity, no matter what their mobility, they can all join in."

JOURNEY TO CHINA

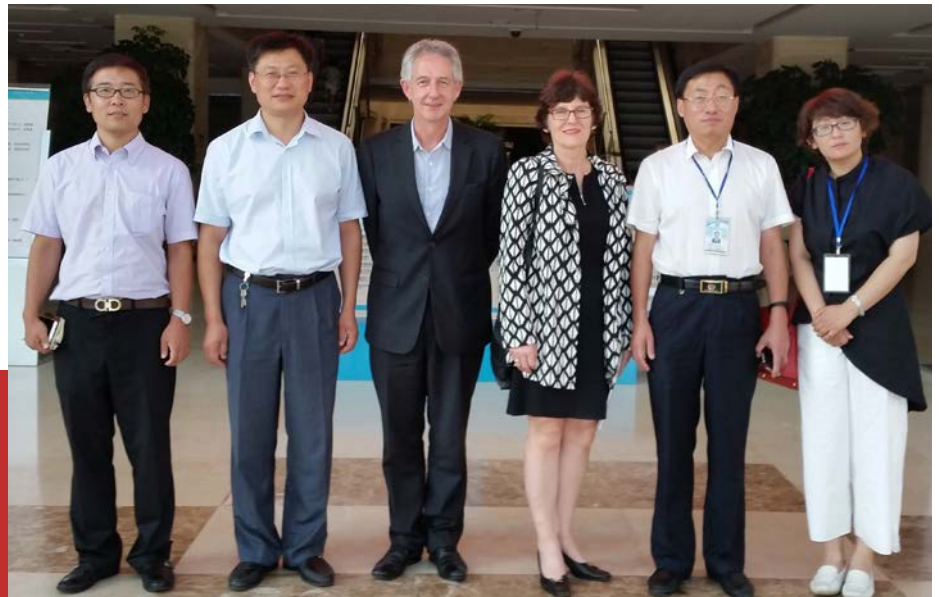
In 2016, Eldercare was invited to join the Australia China Aged Care Consortium (ACACC). Strategic Development Manager Janet Spouse represents Eldercare in the consortium and shares her insight on the opportunities that exist in China for aged care providers.

Aged care business opportunities abound in China. I recently returned from a second business trip to Shandong Province where the Australia China Aged Care Consortium (ACACC) has established business partnerships with a number of interested aged care services.

South Australia has a Sister State relationship with Shandong and the City of Charles Sturt is negotiating with Yantai to become a Sister City. Shandong has a population of 95m people. Yantai is located on the Bohai Strait and the southern coast of the Korea Bay and has the largest fishing seaport in Shandong. Yantai is home to 6.9m people.

The ACACC is coordinated by the City of Charles Sturt and now has more than 30 companies offering aged care services and products to Shandong; mainly with Yantai.

Eldercare has agreed to collaborate with fellow South Australian aged care providers LifeCare and Southern Cross Care who are both consortium members.



ELDERCARE STRATEGIC DEVELOPMENT MANAGER JANET SPOUSE OUTSIDE BINZHOU MEDICAL UNIVERSITY HOSPITAL IN YANTAI

Together, we have decided to collaborate and undertake preliminary trade missions to explore the Chinese market opportunities. The purpose of the trade missions is to offer South Australian expertise in all aspects of running aged care operations. The first trade mission in early August opened more exciting commercial opportunities than anticipated.

This visit has resulted in the Eldercare, LifeCare and Southern Cross Care 'alliance' initiating six Memorandums of Understanding with interested parties in China.

In September, I undertook a follow up visit which has resulted in detailed business development plans being established with Chinese Aged Care Services who are ready to commence work.

China is a huge market and aged care is a major growth industry with more than 200m people over the age of 60 years and this number is rapidly increasing. Making inroads into China is a great opportunity for Eldercare to work with international partners; allowing us to further develop our professional skills and knowledge in collaboration with other committed and highly respected aged care providers.





ELDERCARE DEMENTIA EXCELLENCE PROGRAM FACILITATOR
TANYA LIDDELL DANCING WITH COTTAGE GROVE RESIDENT
JACK BLUMBERG AS PART OF THE LET'S DANCE PROGRAM

CONNECTION

We develop vibrant and supportive relationships
based on warmth and generosity.



TROWBRIDGE HOUSE
RESIDENT
GWEN FISHER
PLAYING SCRABBLE
WITH PAM HORSNELL

PAM'S HELPING HAND

Pam Horsnell is a much-loved member of Eldercare's Trowbridge House community where she has volunteered for more than a decade. Pam says volunteering with Eldercare has made her feel 'worthwhile'.

Retiree Pam Horsnell said she had to make 'a new life' for herself after her husband passed away.

She chose to spend her time helping people and it is a commitment that has included volunteering at Trowbridge House in Payneham for the past ten years.

Pam volunteers for a full day every Tuesday where her mornings involve giving residents shoulder and back massages with her 'trusty massager', looking after Trowbridge House's pet birds as well as chatting with

residents and enjoying walks in the garden.

Her afternoons consist of entertaining residents by reading and discussing the daily newspaper, sharing jokes and leading a popular Scrabble club.

"I'm sure we are the noisiest Scrabble group in town!" said Pam.

"Residents enjoy it, we get a good laugh out of it and we all help each other – it's a fun afternoon."

Pam became an Eldercare volunteer when she had a friend living at Trowbridge House.

"I was visiting her and decided that maybe I could do some volunteering and visit my friend at the same time.

"I started off doing two hours a week and gradually increased to

a whole day a week – I also help out on extra days if needed."

Pam received the Federal Member for Sturt's Long Term Commitment to Community Service Award in 2015 and said her relationships with residents brought 'a lot' to her life.

"By doing volunteer work, I get as much out of it as the residents seem to and I feel happy that they are happy."

Pam urged anyone with 'time on their hands' to try volunteering because it was 'very rewarding'.

"Whether it is a couple of hours or a whole day, it will bring a lot of satisfaction to your life.

"I like to think I am giving back to the community.

"If you're thinking about volunteering at Eldercare; do it!"

Visit eldercare.net.au or telephone 8291 1030 to learn more about volunteering

A 'SPORTING' CELEBRATION FOR ELDERCARE VOLUNTEERS

More than 130 Eldercare volunteers from across the Greater Adelaide and Yorke Peninsula regions attended a special lunch at Adelaide Oval in September in recognition of their valuable contribution to improving residents' quality of life.



ELDERCARE ACTING OPERATIONAL SERVICES EXECUTIVE
SUE KRAKE WITH VOLUNTEER PROGRAM COORDINATOR
JENNIFER DUNKLEY AND CHIEF EXECUTIVE JANE PICKERING

*"You make a living by what you get
but you make a life by
what you give."*

Sir Winston Churchill



ELDERCARE VOLUNTEERS FROM ACROSS THE ORGANISATION CAME TOGETHER FOR THE ADELAIDE OVAL EVENT



ELDERCARE LIFESTYLE COORDINATORS



GREEN LIGHT FOR GIVE BACK

Eldercare successfully trialled its new Give Back Program this year which saw Head Office staff volunteering at residential aged care facilities and gaining a deeper understanding of life on site.

A new internal volunteer program aimed at promoting stronger relationships between Head Office employees, residents and site-based staff will be introduced at Eldercare following a successful trial in 2016.

Leisure and Wellbeing Program Manager Kay Goodman-Dodd conceived the Give Back concept and said the aim of the initiative was to 'give Head Office staff the opportunity to personally engage with residents and gain an appreciation of life and work at the sites'.

The Give Back trial has involved six residential aged care facilities with Head Office staff volunteering at events organised by site-based Lifestyle teams.

Events included the annual 'Boa and Bowtie Ball' at Seaford, Trowbridge House's day trip to the Royal Adelaide Show, show-themed celebrations at Allambi and a masquerade ball at Cottage Grove.

Risk, Quality and Compliance Manager Chris Hunt accompanied Trowbridge House residents to the Royal Show and said the program provided an opportunity to 'spend some dedicated time with residents in a meaningful activity'.

"I have always thought interacting with residents is very important especially for those of us who don't work at a site," said Chris.

"As well as seeing the residents' prize-winning art and craft exhibits, the day was filled with lots of

laughter and reminiscing about going to the show in previous years and I could see that the residents were really enjoying the experience.

"I would definitely encourage Head Office staff to get out from behind their desks and connect with the people we ultimately are here to serve."

Ms Goodman-Dodd said the Give Back Program had delivered many benefits by promoting teamwork, more meaningful engagement and communication as well as a greater sense of community.

"The corridors at Head Office have been 'a buzz' with laughter and recounts of emotional and positive stories after each event," said Kay.

"Staff are saying that they have a 'better appreciation' of the role played by Eldercare's Lifestyle teams and how activities are planned according to every resident's needs, capabilities and range of interests."

Chief Executive Jane Pickering said Eldercare would run the Give Back Program annually to provide Head Office staff with opportunities to volunteer at site-based events.

"It's important for staff to see how they fit into the 'big picture' and what their role is in helping deliver care on site," said Jane.



(L – R) RESIDENTS JILL HANNAN AND ELIZABETH BLAKE SOAKING UP THE SIGHTS OF THE SHOW WITH ELDERCARE RISK, QUALITY AND COMPLIANCE MANAGER CHRIS HUNT AND SENIOR WORK HEALTH AND SAFETY CONSULTANT TODD MARTIN

Residents and Lifestyle team members from Cottage Grove were named the winners of Eldercare's 2016 Corporate Calendar Competition at the annual Lifestyle Training Day in October.

The theme for this year's calendar competition was Hollywood Movie Stars with residents photographed impersonating famous screen stars and characters. Local businesses generously provided make-up, lighting and photography services for free whilst other residents, staff and family members watched the pictures being taken.

The project generated a lot of excitement on site with participating residents commenting that they felt 'important' and 'like stars'. Acacia Court, Allambi and Kirkholme also entered the competition and all sites integrated the calendar project with other movie-themed lifestyle activities.

Cottage Grove, in Woodcroft, won a \$250 JB Hi-Fi voucher which will be used to purchase DVDs, personally selected by a resident, for the residential aged care facility.

The participating sites are selling copies of their calendars to help fundraise for resident activities.



PEG WOODHOUSE – AS PRINCESS LEIA FROM THE 'STAR WARS' FILMS

HOORAY FOR **HOLLYWOOD!**

Residents emulate screen stars

THIS IS A SELECTION OF
IMAGES FROM
COTTAGE GROVE'S
WINNING CALENDAR.

Photographer:
Bert Pacor from On Site Imaging



VIN QUINN – AS DR EVIL FROM THE 'AUSTIN POWERS' FILMS



JOY LEPEAIR – 'THE FLYING NUN'



DAVID DALWOOD – 'AN OFFICER AND A GENTLEMAN'

DAY THERAPY



Are you:

- living with a chronic health condition?
- recovering from injury, illness or stress?

Feel better with our affordable rehabilitation day therapy services including:

- **Physiotherapy**
- **Podiatry**
- **Occupational therapy**
- **Speech pathology**

Our Day Therapy Centre is located at Acacia Court in Hendon.

Call us on 8243 1844
or visit eldercare.net.au

HOME CARE

Maintain an independent lifestyle with Eldercare Home Care Yorke Peninsula.

We offer a range of services including personal care, general home support and health treatments.

Our packages are designed to help you live at home for longer with the support of family, friends and other community resources.

Like to know more about how Eldercare Home Care Yorke Peninsula can help you?

Phone: 8832 2822

Email: yphomecare@eldercare.net.au



CONTACT US

eldercare.net.au

HEAD OFFICE

247 FULLARTON ROAD
EASTWOOD SA 5063
TELEPHONE: 8291 1000
FACSIMILE: 8291 1098
EMAIL: admin.headoffice@eldercare.net.au

RESIDENTIAL CARE LOCATIONS

EVANSTON PARK
EVANSTON PARK
(NEAR GAWLER)

GLENGOWRIE
ALLAMBI

GOODWOOD
KIRKHOLME*

HENDON
ACACIA COURT

HOVE
OXFORD*

MAITLAND
THE VILLAGE

MINLATON
SOUTH PARK

MT BARKER
SASH FERGUSON

PAYNEHAM
TROWBRIDGE HOUSE

SEAFORD
SEAFORD

STANSBURY
ELANORA

WAYVILLE
THE LODGE

WOODCROFT
COTTAGE GROVE

*ELDERCARE RESIDENTS WILL
VACATE THESE FACILITIES AT
THE END OF 2016 TO ALLOW
FOR SITE REDEVELOPMENT

ADMISSIONS ENQUIRIES:

1300 925 414 OR
admissions.enquiry@eldercare.net.au

RETIREMENT LIVING LOCATIONS

FELIXSTOW
MULBERRY GROVE

HOVE
• OLD OXFORD
COURT
• OXFORD UNITS

KENT TOWN
COLLEGE GREEN

MAITLAND
THE VILLAGE UNITS

MT BARKER
• COLLETT BARKER
• ELMWOOD GROVE
• EXHIBITION COURT
• JUBILEE COTTAGES
• SASH FERGUSON
UNITS

NORWOOD
KINGSBOROUGH

STANSBURY
CORRELL COTTAGES

WOODCROFT
COTTAGE GROVE
COURT

RETIREMENT LIVING ENQUIRIES:

8274 3633 OR
retirement.living@eldercare.net.au

DAY THERAPY CENTRE

HENDON
ACACIA COURT

DAY THERAPY CENTRE ENQUIRIES:

8243 1844 OR
daytherapy.acc@eldercare.net.au

HOME CARE

YORKE PENINSULA

HOME CARE ENQUIRIES:

8832 2822 OR
yphomecare@eldercare.net.au

