

# BELVEDERE

## AGED CARE

Extra Services Status Requirements

# Accommodation

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## 1. Accommodation – principles

A range of accommodation and furnishing choices is available to residents in a well maintained buildings and grounds that meet, or are being refurbished to meet, requirements of the 2008 certification standards for new buildings as a minimum. Choices of recreational and communal spaces are available to support varying interactions in an atmosphere that is comfortably social and homelike. Furniture, furnishings and fittings are of a superior standard and indicate that professional attention has been given to the nature of the fittings, the use of a consistent style or styles and the creation of appropriate colour schemes.

### 1.1 Accommodation – building standards

IT IS MANDATORY TO MEET AT LEAST ONE OF THESE REQUIREMENTS

- The building (or Extra Services part) meets or exceeds 2008 certification standards for new buildings.

### 1.2 Accommodation – features

- Individual single rooms have an average floor area of 14m<sup>2</sup> or more (excluding ensuite)
- Availability, subject to agreement of resident or family, of ‘smart room’ systems in residents’ rooms to assist people living with dementia, eg: movement, light and heating sensors
- Provision of toilets and showers over and above the ratios for 2008 certification requirements
- More than 50% of rooms are private single rooms, with options for shared rooms at the request of residents, subject to availability
- Heating and cooling systems for residents’ rooms that are individually controllable by the resident or staff
- Internal lounge / dining / sitting rooms at a minimum of ratio of 1 per 10 residents
- Natural light and vistas to a majority of residents’ rooms
- Courtyards, balconies or verandahs accessible to a majority of residents
- Substantial landscaped gardens, readily accessible to residents, including residents with mobility aids
- Professionally landscaped, secure gardens designed for people living with dementia.

### 1.3 Accommodation – furniture and fittings

- Designer-selected, superior décor and fittings. Examples of fittings are: wall paneling, works of art, quality light fittings, adjustable lighting levels, curtains, blinds, differing colour schemes. Includes quality furniture

of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes (eg: mantelpieces/fireplaces, pianos, display cupboards, occasional tables, hall tables etc).

- Superior quality floor coverings (eg: carpet, cushion back vinyl) in common areas and residents' rooms
- Tea and coffee making facilities provided in residents' rooms, when requested and appropriate
- TV connection capability provided in all residents' rooms
- Phone connection capability provided to all residents' rooms
- Computer and/or cable or satellite TV connection capability provided to all residents' rooms
- Sufficient dedicated power points for appliances in residents' rooms (with a minimum of four power sockets)
- Electric adjustable bed provided for any resident who requests it
- Objects and layout designed to offer sensory cues and/or to control stimuli for people living with dementia

#### **1.4 Accommodation – innovations and special features**

- There are three separate courtyards featuring three distinct themes including an 'English Garden', a 'Mediterranean Garden' and a 'Tropical Garden' with an attractive fountain for the residents' enjoyment. A shaded barbecue area and raised garden beds are also available for residents.
- Of the 38 rooms, 6 are single rooms with private ensuites and 24 are single rooms with shared ensuites. There are also 8 double rooms with shared bathrooms suitable for couples.

## **Food**

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### **2. Food – principles**

Residents have access to a wide range of main meals, snack meals and beverage options at times of their choosing. The enjoyment and experience of meals is enhanced by the setting, personal services, and use of quality china, glassware, linen and cutlery. Residents' references for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat some foods.

#### **2.1 Food**

- Choice of at least 3 hot dishes, excluding porridge, at each breakfast eg: eggs, bacon, sausages (each counts as one dish)
- Choice of at least 3 main course plus entrée/soup and/or a choice of desserts at lunch and dinner

- Choice of quality wine, beer, soft drinks at main meals
- Pre-dinner drinks / cocktail time / happy hour at least once a week
- BBQs / special occasion meals provided over and above routine social and cultural meals and events provided as part of Specified Care and Services or claimable under the Resident Classification Scale
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used
- Enhanced dining experience for residents, eg: enjoyable aromas, ability to view food before it is served (in dining room), fine china, linen and cutlery, meal presentation, choice of seating
- Choice of dining venues: in resident's own room, other room or dining rooms as requested by resident
- Residents can exercise choice of time for breakfast, lunch and dinner (each meal available for at least 1.5 hours)
- Availability for each resident of their preferred hot meal presented at least twice per week (subject to dietary restrictions)
- Meals available for guests on request
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
- Selection of snacks and non-alcoholic beverages available 24 hours/day (additional to water, tea/coffee, juices, fruit, biscuits)

## **2.2 Food – innovations and special features**

- Room service will be provided for care recipients
- Printed menus will be provided
- Waiter service

## **Services**

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### **3. Services – principles**

Residents are able to select from a wide range of lifestyle and interest activities and personal services, over and above their assessed care needs. Individual residents' choices and preferences are respected and residents are consulted about changes or innovations in services they would like. In conjunction with the regular review of each resident's health status and care plan, and within the overall set of services available, each resident is offered the opportunity to re-align the services they receive to their changing lifestyle.

### 3.1 Services – lifestyle and interests

*Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.*

- One or more large screen TV with video/DVD in a lounge area, with cable/satellite TV. Sound system and choice of CDs and cassettes in at least one lounge area (including talking books and music), plus headphones for the use of residents
- Provision of colour TV with remote control capacity to each resident's room
- Substantial DVD/video library with regular updating of stock and/or library of at least 100 books available in good condition and suitable for residents to read, including large print books
- A local or national daily newspaper provided for each resident on request, with residents able to select from a choice of at least 2 papers. A selection of current issues of weekly and monthly magazines available in lounge areas
- Private gardening areas/garden beds for residents, including areas in gardens specifically designed for people living with dementia, with raised beds available and some plants
- Separate external buildings available for residents' leisure activities, eg: workshop, garden shed, gazebo
- Activities offered to residents as additional choices that are available to them as individuals. These are to be over and above activities that are either:
  - routine in-house group or individual outings provided as part of Specified Care and Services; or
  - outings that are provided to meet the resident's assessed care needs
- Happy Hour drinks and savories
- Regular performances by a diverse range of entertainers catering for residents' cultural and personal preferences
- Outings offered to residents as additional choices that are available to them as individuals. These are to be over and above outings that are either:
  - routine in-house group or individual outings provided as part of Specified Care and Services; or
  - outings that are provided to meet the resident's assessed care needs.

Residents may be asked to pay for the cost of admission to events or venues.

One point is available for each distinctly different outing provided the outing is available to the resident reasonably frequently. Provide details here.

- Outings to the theatre, orchestral concerts or the movies
- Restaurant and shopping outings

### 3.2 Services – enhanced personal services

*Note: Each service below is to be provided at no additional cost to the resident unless a specific note about cost is included in the description.*

- Additional personal grooming and beauty services (eg: facial, manicures) chosen by the resident for personal enjoyment. These are to be over and above services that are either:
  - routine services provided as part of Specified Care and Services; or
  - services that are provided to meet the resident's assessed care needs.

Resident to pay for the cost of the service.

- Hairdressing services
- Manicure, pedicure
- Facials, waxing
- Dedicated hairdressing salon
- \*Additional elective tactile or massage services chosen by the resident for personal enjoyment. These are to be over and above services that are either:
  - routine services provided as part of Specified Care and Services; or
  - services that are provided to meet the resident's assessed care needs.

Resident to pay for the cost of the service.

- Reiki
- Aromatherapy
- Massage and music therapy
- Recognised superior brand name toiletries provided in addition to those provided as part of Specified Care and Services
- Provision of escort to outside appointments, as requested by resident or family

### **3.3 Services – Innovations, culture of service and special features**

Provide details of innovations, culture of service and special features here.

- Dedicated hairdressing salon/therapy room
- Shopping service for residents
- Multi-lingual staff and provision of foreign language newspapers
- Consultation with families regarding extra services/extra service coordinator
- Extra service coordinator



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