

# Doutta Galla Avondale Heights

## Extra Services Overview



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Next meeting date:

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## I Introduction

Doutta Galla offers 16 beds in a special extra services status (ESS) wing of its modern Avondale Heights facility, overlooking the Maribyrnong River Valley. The new extension is modelled more on a boutique hotel than an aged care centre. Architecturally designed by PTA Architects, leaders in aged care facility design, well appointed rooms offer a finer, more comfortable living environment. Bedrooms comprise remote controlled flat screen televisions, spacious en suites and plenty of sunlight. Residents can also choose from a multi-choice menu of delicious meals and a special snack menu developed by a dietician.

An expanded range of lifestyle activities means the people in our care are never lost for interesting things to do. Health and wellbeing programs offer foot spa and massage, beauty treatments, hydrotherapy and tai chi. Wine and cheese tastings are held regularly. The extra services wing also has a beautiful aspect, taking in sweeping views from rooms and gardens and adjoining a peaceful local nature reserve.

We aim to meet the demands of the local community for a superior experience in aged care. Doutta Galla Avondale Heights is the only extra service facility in the City of Moonee Valley and we are one of only three in the entire Western Metropolitan region of Melbourne.

Doutta Galla is recognised for its high quality of care. In an extra services room, residents are assured of close support from friendly registered nursing staff. Experienced carers also speak languages other than English, ensuring ethnic community members receive the response they need.

Doutta Galla Avondale Heights is fully accredited by the Aged Care Standards and Accreditation Agency. For more information on our organisation please visit: [www.douttagalla.org.au](http://www.douttagalla.org.au)

### I.1 Extra Service Wing

The extra service wing is a distinct part of the Doutta Galla Avondale Heights aged care facility that is not accessible by other residents. The wing is self-contained in every aspect of daily living and care. It has its own separate access entry point from the front reception area. In particular, extra service residents will have exclusive use of: lounge, dining area, sitting areas, kitchen and meals area, and the activities area.

### I.2 Flexibility & Choice

Although Doutta Galla Avondale Heights has been in operation for some years, the extra service wing was completed in 2007. We offer all new clients to the facility the option of general aged care or extra services places. Our agreement with new residents identifies:

- The type of service chosen
- The right to change your mind and seek another service option
- A detailed list of services we will provide
- The additional fees payable for extra services

## 2 Superior Accommodation

Doutta Galla offers a range of accommodation and furnishing choices in well maintained buildings and grounds that meet the specific requirements of the federal government's certification standards. Choices of recreational and communal spaces are available to support interaction in an atmosphere that is comfortably social and homely. Sourced and arranged by interior designers, the furniture, furnishings and fittings are stylish and of superior standard.

### 2.1 Features

- Individual single rooms have an average floor area of 16m<sup>2</sup> or more (excluding ensuite)
- Toilets and showers above the standards of non-ESS facilities. Toilets with built-in grab rail and integrated emergency call button for improved resident safety and mobility
- Heating/cooling systems in resident rooms controllable by residents or staff
- Integrated ceiling lifting devices in each bedroom removing the need for lifting machines and improving comfort of transfer from bed to mobility aid or bathroom
- Internal lounge/dining/sitting rooms at a minimum ratio of 1 per 15 residents
- Private function/dining room for residents and visitors separate from main dining area
- Natural light and vistas in the majority of residents' rooms
- Easily accessible landscaped gardens for people with limited mobility and/or dementia
- Courtyards have been designed by celebrity gardener, John Patrick. All Extra Service residents have private access to an internal secure area (140m<sup>2</sup>) that includes:
  - Landscaped gardens with seating and sunshade
  - Paths of travel designed for residents with a mental or physical disability
  - Sensory stimuli through appropriate garden plantings

### 2.2 Furniture & Fittings

- Selection of superior décor and fittings prepared by Julie Skuja, Interior Designer including: wall panelling, art works, quality light fittings, adjustable lighting levels, curtains, blinds and differing colour schemes
- Quality furniture of a superior fabric and style, maintained to a high standard, comparable to furniture found in people's homes including: mantelpieces/fireplaces, lounge suites and occasional tables
- Superior quality floor coverings in common areas and resident rooms
- LCD TVs are installed in every resident's room with access to cable provider
- Phone connection capability provided in all resident rooms
- Computer and/or cable or satellite TV connection in all resident rooms
- Sufficient dedicated power points for appliances in resident rooms
- Electric four section adjustable bed provided for every resident
- Mattresses are custom made for aged care, with options to meet individual needs
- Objects/layout offer sensory cues to control stimuli for people living with dementia

### 3 Delicious Food

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 personal services, setting and use of quality china, glassware, linen and cutlery. Resident preferences for meal services are sought and acted upon and a range of options is available for residents with restricted ability to eat certain foods.

#### 3.1 Standard Features

- Choice of at least 2 hot dishes, at each breakfast
- Choice of at least 3 main courses plus entrée/soup and/or a choice of desserts at lunch and dinner
- Choice of quality wine, beer, soft drinks at lunch and dinner
- Pre-dinner drinks/cocktail time/happy hour at least once a week
- All meals are prepared by chef or cook on site. Superior quality cuts and ingredients, fresh vegetables etc are consistently used.
- Meals can be arranged for guests with prior notice
- A selection of light meals available at morning tea, afternoon tea and supper (additional to fresh fruit and biscuits)
- A selection of snacks and non-alcoholic beverages is available 24 hours/day (additional to water, tea/coffee, juices, fruit and biscuits)

#### 3.2 Innovations & Special Features

- National theme day menus that support the recognised day e.g. St Patrick's Day, St Nicholas Day (Dutch), ANZAC Day
- Restaurant theme - monthly e.g. Polish, Lebanese, Italian, Irish
- Members of multicultural advisory group attend and assist with national theme days
- Anzac day functions are held at the RSL clubrooms in Footscray
- Plunger coffee and a full range of herbal/aromatic teas

#### 3.3 Space for Friends & Family

- Feel welcome to invite friends and family to Doutta Galla
- Catering and rooms can be when booked in advance for special occasions and functions
- Discuss costs of special occasions, functions and meals in advance with facility management

### 3.4 Example of Themed Menu

# Australia Day



## **MENU**

**PUMPKIN SOUP  
SEAFOOD COCKTAIL**

**AUSSIE MIX GRILL  
GRILLED FLAT HEAD TAIL FILLETS & FRESH LEMON WEDGES  
TENDER ROAST LAMB**

**SUN BROWN SPUDS & SEASONAL VEGETABLES  
OR  
SUN BROWN SPUDS WITH GREEN & GOLD SALAD**

**PAVLOVA WITH FRESH CREAM & STRAWBERRIES  
GOLDEN LEMON MERINGUE PIE**

**BILLY TEA  
DANDELION COFFEE  
FOSTERS BEER & HANGING ROCK WINES**

### 3.5 Example of At-Call Snack Menu

## *LIGHT MEAL MENU*



*Small Caesar Salad*

*Single Serve Caramelised Pineapple Pizza*

*Lightly Fried Seasoned Potato Wedges with Sour Cream*

*Grilled Honey Ham, Australian Cheese and Roma Tomato Sandwich*

*Homemade Petit Golden Sausage Rolls*

*Seasonal Fresh Fruit Platter*

*Australian Cheese and Greens Platter*

*Natural Fruit Sorbet*

*Light meals are available throughout the day*

## 3.6 Example of Meal Schedule

LUNCH & DINNER CYCLE MENU (SUMMER)							
Week 4							
MEAL	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
LUNCH	Lamb & Rosemary Rissoles with Wild Mushroom Gray	Tender Pork & Bitter Apple Casserole with Sage	Hot Coal Roasted Chicken with Soy, Honey & Basil	Braised Beef in Red Wine and Thyme Marinade	Lightly Fried Deep Sea Perch with Tartar Sauce and Lemon Wedges	Lamb & Country Vegetable Pie with Golden Brushed Pastry	Traditional Roast Veal with Grilled Vegetable Gravy
VEGETABLES	Steamed Baby Potatoes	Buttered Mashed Potatoes	Roast Potatoes	Steamed Jasmine Rice	Lightly Fried Country Style Chips	Lightly Mashed Potatoes	Roast Potatoes
	Herbed Seasonal Vegetables	Herbed Seasonal Vegetables	Herbed Seasonal Vegetables	Herbed Seasonal Vegetables	Fresh Marigold Mixed Salad	Herbed Seasonal Vegetables	Herbed Seasonal Vegetables
2 <sup>ND</sup> CHOICE	Soup De Jour (subject to market vegetables) with a selection of mixed sandwiches filled with a variety of fresh centres						
3 <sup>RD</sup> CHOICE	Soup De Jour (subject to market vegetables) with crisp fresh Garden Salad						
DESSERT	Raspberry Jelly & Homemade Ice Cream	Creamy Rice Pudding & Farm Fresh Cream	Three-Tiered Trifle with lightly whipped cream	Stewed Orchard Apples & Creamy Egg Custard	Gourmet Glazed Strawberry and Kiwi Fruit Pavlova	Hot Peach & Pear Crumble with Sweet Cinnamon Cream	Homemade Ice Cream with Rich Melted Chocolate Sauce
WINE	De Bortoli Chardonnay						
AFTERNOON TEA	Sweet Sugar Dusted Muffins	Moist Banana Cake	Homemade Golden Drop Biscuits	Zesty Orange Cake	All-Natural Australia Oatmeal Cookies	Sweet Carrot & Walnut Cake	Sugared Shortbread Biscuits
SOUP	Creamy Potato & Mushroom	Garden Fresh Tomato & Basil	Country Vegetable	Gourmet Broccoli & Cracked Pepper	Roast Chicken & Homemade Pasta	Cream of Leek	French Pumpkin
DINNER	Savoury Vegetable Strudel with Sour Cream & Chive Sauce	Tender Beef Croquettes with Rich Gravy & Garden Salad	Crispy Bacon Pieces in a Creamy White Sauce Baked with Italian Pasta	Gourmet Quiche Lorraine with Mixed Marigold Salad	Traditional Baked Lasagne	Chicken & Pine Nut Risotto	Petite Fried Fish Fillets with Tartar Sauce & Crisp Garden Salad
2 <sup>ND</sup> CHOICE	Soup De Jour (subject to market vegetables) with a selection of mixed sandwiches filled with a variety of fresh centres						
3 <sup>RD</sup> CHOICE	Soup De Jour (subject to market vegetables) with crisp fresh Garden Salad						
WINE	De Bortoli Chardonnay or De Bortoli Cabernet Sauvignon						
DESSERT	Baked Lemon Cheesecake & Farm Fresh Cream	Delectable Chocolate Bavarian	Oven Baked Vanilla Custard with Farm Fresh Cream	Sugared Strawberry & Mint Mousse	Bittersweet Apple & Rhubarb Crumble with Creamy Egg Custard	Seasonal Fruit Platter	Baked French Crème Caramel with Light Toffee Sauce

## 4 Full Range of Services

Residents have the opportunity to select from a wide range of lifestyle 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, each resident is offered the opportunity to shape services to their changing lifestyle.

- Large screen TV with video/DVD in the lounge area, with cable/satellite TV
- Sound system and choice of CDs and cassettes plus headphones in the lounge area (including talking books and music)
- LCD screen TV, with remote control capability, to each resident's room
- Regularly updated DVD/video/book library including large print books
- Private gardening areas/garden beds for residents, including areas in gardens specifically designed for persons living with dementia, with raised beds available and some plants
- Tai chi and mediation sessions offered in-house by qualified practitioners
- A dedicated facility bus with appropriate fittings for residents
- Access to lawn bowls/water aerobics/hydrotherapy
- Shopping trips/outings

### 4.1 Enhanced Personal Services

- Beauty therapies provided by qualified practitioner
  - Waxing, eyebrow and eyelash tinting
  - Aromatic facials, exfoliation treatments, paraffin treatments
  - Manicure and pedicure
- In-house hairdressing salon
- Foot spa and foot massage
- Head and neck aromatherapy massage
- Reflexology and aromatherapy
- The use of recognised Dove beauty products and toiletries (or those of equal quality)

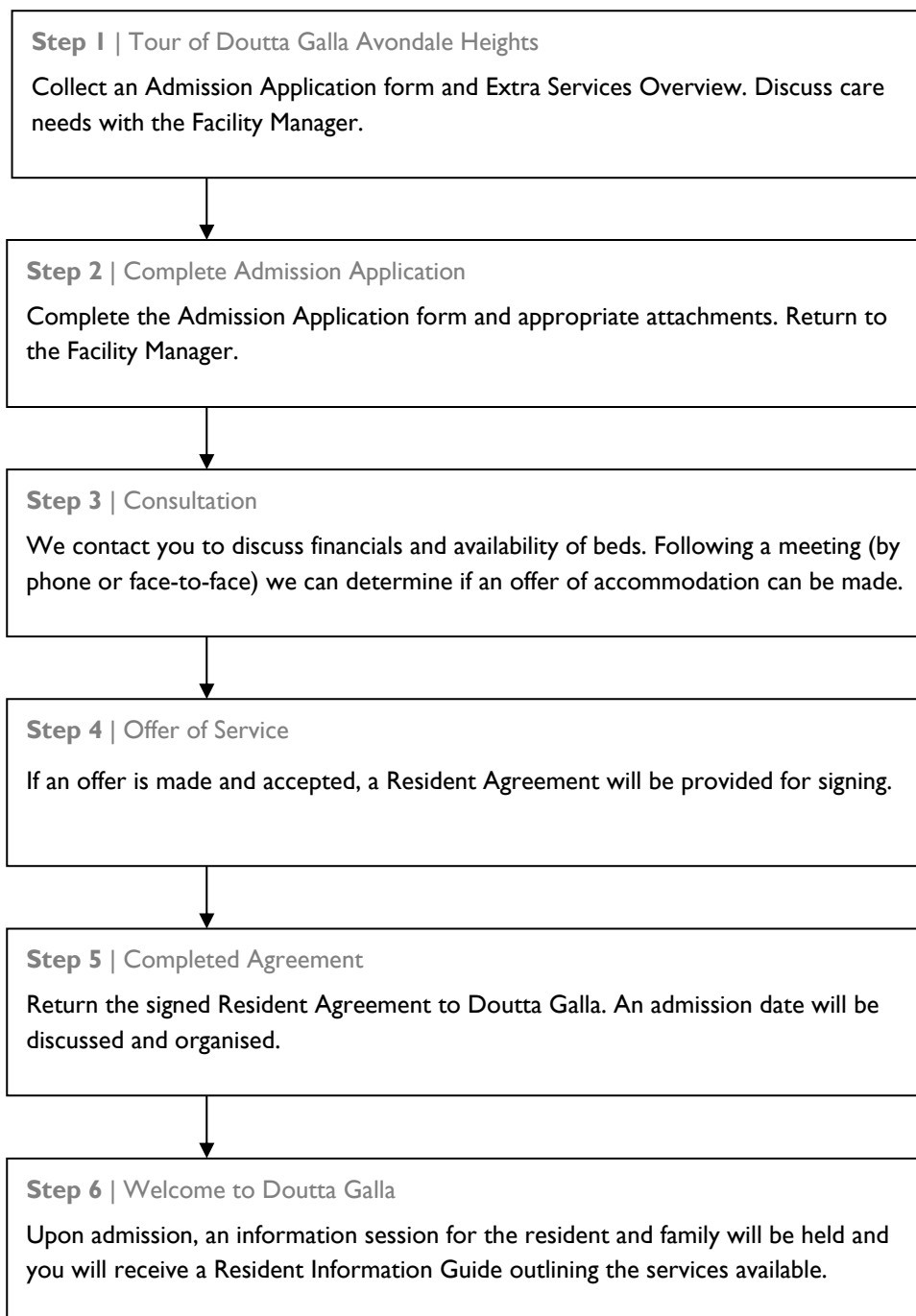
### 4.2 Innovations, Culture of Service & Special Features

- Monthly beer, wine, port and sherry tasting with gourmet cheese and fruit platters
- Regional/international themed gourmet food and wine nights
- Visits/access to culturally specific centres for afternoon teas and special celebrations
- Individual resident lifestyle programs developed to meet cultural needs
- Themed movie days (variety of languages) from our extensive library and externally
- Dedicated email/internet facilitator to assist resident access to the internet

## 5 Service Summary Table

Description	Additional cost to Resident (Yes/No)	Frequency provided	Proximity to residents' rooms (for on-site services)
Lawn Bowls/water aerobics/hydrotherapy	Yes	Monthly	Off-site
Shopping trips/outings	No	Weekly	Off-site
Specially requested outings	Yes	As requested	Off-site
Beautician-waxing, /eyebrow and eyelash tinting	Yes	As requested	Resident rooms
Aromatic facials, exfoliation treatments, paraffin treatments	Yes	As requested	Resident rooms
Manicure and pedicure	Yes	As requested	Resident rooms
Foot spa and foot massage	No	Weekly	Resident rooms
Head and Neck aromatherapy massage	Yes	As requested	Resident rooms
Reflexology and aromatherapy	Yes	As requested	Resident rooms
Wine and cheese tasting tastings with international and regional theme	No	Monthly	Lounge/dining areas
Visits/access to culturally specific centres	Possible	Minimum monthly	Off-site
Individual resident lifestyle programmes to meet cultural needs	No	As required	On and/or off site
Theme movie days	No	Monthly	On-site
Provision of dedicated email/internet facilitator	No	Weekly	In-house

## 6 Application Process



## 7 Further Information

### 7.1 Contact details

You will speak to both the Facility Manager and Doutta Galla's Finance Department during the application process. If you have any questions, please feel free to contact our people.

**Avondale Heights Facility**                      120 North Road, Avondale Heights, Victoria 3034  
Tel. (03) 9325 0000

**Doutta Galla Finance Department**    75 Moreland Street, Footscray, Victoria, 3011  
Tel. (03) 9689 0644 Fax. (03) 9689 0744

### 7.2 Documents, Forms and General Information

Doutta Galla's website has a wealth of information for residents and families.

- All application documents are available for download from the **Forms** section of the site
- Newsletters and updates are available from the **News** section on the site
- Useful information on aged care and answers to frequently asked questions can be found in the **Links** and **FAQ** sections

**Web address**    [www.douttagalla.org.au](http://www.douttagalla.org.au)



douttagalla

*we're with you*

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