

# Meilene Residential Aged Care, Kalkie



Your Home in Bundaberg

**Anglicare**  
Southern Queensland

**150**  
YEARS



## Caring for Queenslanders

For over 150 years, our Anglicare Southern Queensland staff have connected with people at every stage of their life journey, responding with care and compassion to our community members who need support.

With eight thriving aged care communities throughout Brisbane and regional centres including the Gold Coast, Toowoomba, Hervey Bay and Bundaberg, Anglicare Southern Queensland is ready to provide you with the support you need.

Our residential aged care philosophy recognises each person living in our care as an individual, with their own unique story and diverse needs. The Rhythm of Life™ care model embraces this philosophy every day in our homes, providing individualised care, choice and independence to enrich your quality of life. We also incorporate your interests and passions into our planned activities so you can continue to do the things you love.

Anglicare Southern Queensland has been recognised for the high quality care and commitment of our staff in the services they deliver to older Queenslanders.

For two years in a row, we have received the Most Trusted Brand Award for Aged Care and Retirement Villages in Queensland. We have also received a Silver and Gold Standard for Quality Service in Aged Care and Retirement. Providing quality care and support for Queenslanders is at the heart of who we are.



\*Independent researcher, Catalyst Research. As voted by the Australian public, 2019-2020.

“Yes, my life has changed since moving here. I don’t need to worry about cooking meals anymore. I like to be as independent as possible and trying to stay healthy with stretch classes and eating well makes me feel good. I have made new friends and my family visit too, so I’m pretty happy.”

John – Meilene resident

## Carmel’s Story

“I have two daughters and both live close by. When I had a fall last year my family suggested I consider moving to a home. It wasn’t something I was keen on, I can tell you! After a few months of discussion I decided it would be best for me and my daughters, as they were both helping me out more and more at home.

It is so peaceful here, lovely garden walks and lots of activities to keep me busy. My grandkids enjoy running around outside when they visit and I’m happy that my family live locally.

Making new friends at Meilene has been a bonus for me. I have lots of friends in the community, but there is always room for more. The staff are very caring and understanding of my needs. They encouraged me to play lawn bowls and it’s actually a lot of fun. My new home has worked out well for me.”



Carmel – Meilene Resident

We understand that moving into an aged care home can be overwhelming.

When you choose Meilene Residential Aged Care, you will be part of a supportive community, where you can continue to do the things you love and have the peace of mind that you are receiving the level of care that's right for you.



## Living at Meilene

Meilene is a single level home, located in the subtropical regional city of Bundaberg on the beautiful Burnett River. Home to 52 residents, Meilene offers an extensive landscaped garden and a range of alfresco areas for residents to join in recreational activities or simply relax. The home is also conveniently located close to public transport.

Our qualified and caring staff assist in fostering a loving community and friendships through activities and a variety of social hubs. Residents can walk the grounds and catch-up with family and friends at the outdoor seating areas. Other social hubs include the dining rooms, library nook and large communal area, where concerts and functions are held.

At Meilene we go to great lengths to make our residents feel at home and know their life experience is valued and respected.



### Meilene is a fully accredited residential aged care home.

#### Features:

- 24-hour nursing and care services
- Dementia support including accommodation and recreation
- Respite support
- Garden view rooms
- Social activities and outings
- Allied health services
- Hairdresser available in rooms and onsite salon
- Regular onsite church services
- Spiritual and pastoral support.



## Your Wellbeing

Your care and wellbeing is at the heart of everything we do.

### Rhythm of Life™\* - Our Care Model

Our staff regularly engage with residents and their families to understand how we can do better on our journey for excellence. Our standards of care are lived through the philosophy and principles of our Rhythm of Life™ care model – embracing the power of individualised care by genuinely including people’s interests and passions into their daily experiences.

### Our Philosophy

*“The care we offer responds to the diverse needs and choices of the people we serve. Rhythm of Life™ supports autonomy, dignity and encourages people to form and strengthen partnerships of care”.*

### Our Principles

*Everybody has a unique story*

*Everybody deserves honour and respect*

*Everybody will be supported in decisions relating to their life*

*Everybody will be encouraged to maintain and develop relationships that are meaningful*

*Everybody will be provided with holistic care that meets their individual needs*

*Everybody will be supported to feel safe, comfortable, welcome and ‘at home’*

*Everybody will have their needs and preferences acknowledged and valued*

### Our Standards of Care

We are committed to excellence in care; contemporary practice and care models with an ongoing process for continuous improvement. We are committed to maintaining the level of care and resident outcomes outlined by the Aged Care Quality and Safety Standards set by the Aged Care Quality and Safety Commission. We regularly monitor feedback and outcomes to ensure we continually improve our services and meet your expectations.

\*The Rhythm of Life trademark and program materials are used with the permission of Anglican Community Services, trading as Anglicare Sydney.

### Your Right to Choose

We aim to work in partnership with you and your family by respecting your identity, choices about your life and how you would like to live each day. Our staff will work with you to ensure your decisions about care and services and your right to take risks is well-balanced, well-informed and agreed upon.

### Our Initiatives

Some examples of our commitment to individualised care include:

- flexible breakfast times and lunches of choice
- resident committees to assist in decision making for the home
- food forums to discuss menu ideas
- activity boxes including craft and games that are accessible anytime.



“On a sunny day it is always good to get out and play lawn bowls with the other residents.”  
Jack



## Your Care

When you join us, our Care Coordinator or Clinical Nurse will meet with you regularly to develop your care plan. We work on this together to make sure all your individual needs are met.

You will continue to have every opportunity to tell us how you would like to be involved in all aspects of daily life and care.

Keeping your family or significant other informed about changes to your care is very important. It is our practice to let your family know if there are any changes to your health or medication. Likewise, if you go to see a doctor or allied health service outside of the home, we like to be kept informed to ensure you receive the best holistic care.

Understanding who you are as an individual, what you like to do, how you like to live each day and what is meaningful in your life – matters to us. We are here to support you so you can continue to do the things you love in your new home and live the life you want.

Our team of clinical staff provide person-centred, evidence-based care 24 hours a day, within a supportive environment.

There are also a range of allied health professionals that regularly visit Meilene, including a physiotherapist, podiatrist, dentist, audiologist, speech therapist and dietitian.

We will support you to maintain your own doctor to visit you at the home. If this service is not available to you, we have a number of doctors who visit the home regularly.



“It feels good to have my independence. I can catch the bus to the shops or simply enjoy walks around the garden. We have wonderful birdlife here.”  
Peggy



## Your Food

All our meals are prepared in our on-site commercial kitchen, in accordance with National Food Safety Standards and in consultation with a nutritionist. Our menus are carefully planned with nutrition, fresh produce and variety in mind.

We review menus regularly, run food focus groups and encourage feedback from our residents to understand what they like and if they have any new meal ideas.

Special dietary requirements are catered for including individual and cultural needs.



## Staying Healthy

We offer individualised lifestyle programs tailored to residents' interests, passions and backgrounds. We support you to continue to do the things you are passionate about and encourage independence to choose other individual and group activities.

Activities to stay active in mind and body include:

- arts and music
- outdoor games e.g. lawn bowls and skittles
- craft, bingo and board game
- garden walks and wellness stretch classes
- nail pampering
- monthly barbeques with family and friends
- social and community engagement e.g. school visits and performances
- theme weeks and activities where families are welcome to attend.



## Your Community

Our leisure and lifestyle specialists coordinate a broad variety of activities with the residents. Pre-entry discussions and feedback from our residents helps our staff to identify leisure interests so our program can be tailored to suit preferences.

Communal areas including the dining rooms, lounge areas, library, and outdoor seating areas are also opportunities to connect with others.

A fully qualified spiritual and pastoral carer is available to provide spiritual support for both residents and their families.





# Our Rooms

Your comfort and creating a home environment that suits you is important to us.

All our rooms have television and telephone points. Our installed safety systems include nurse call and fire safety services

We offer two room types to suit your needs:

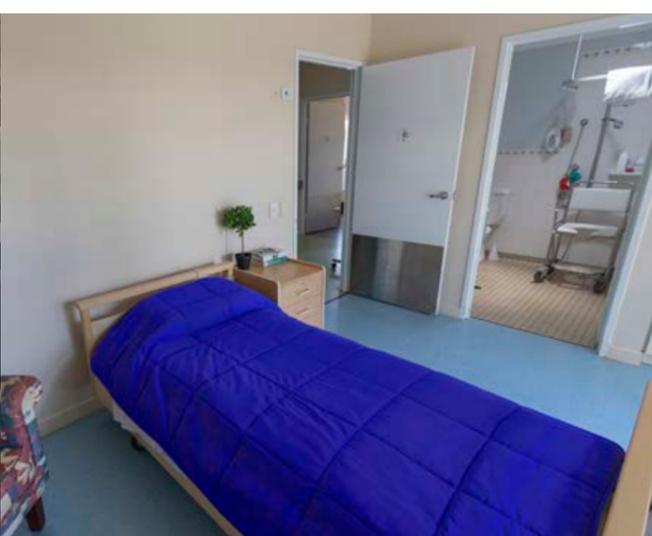
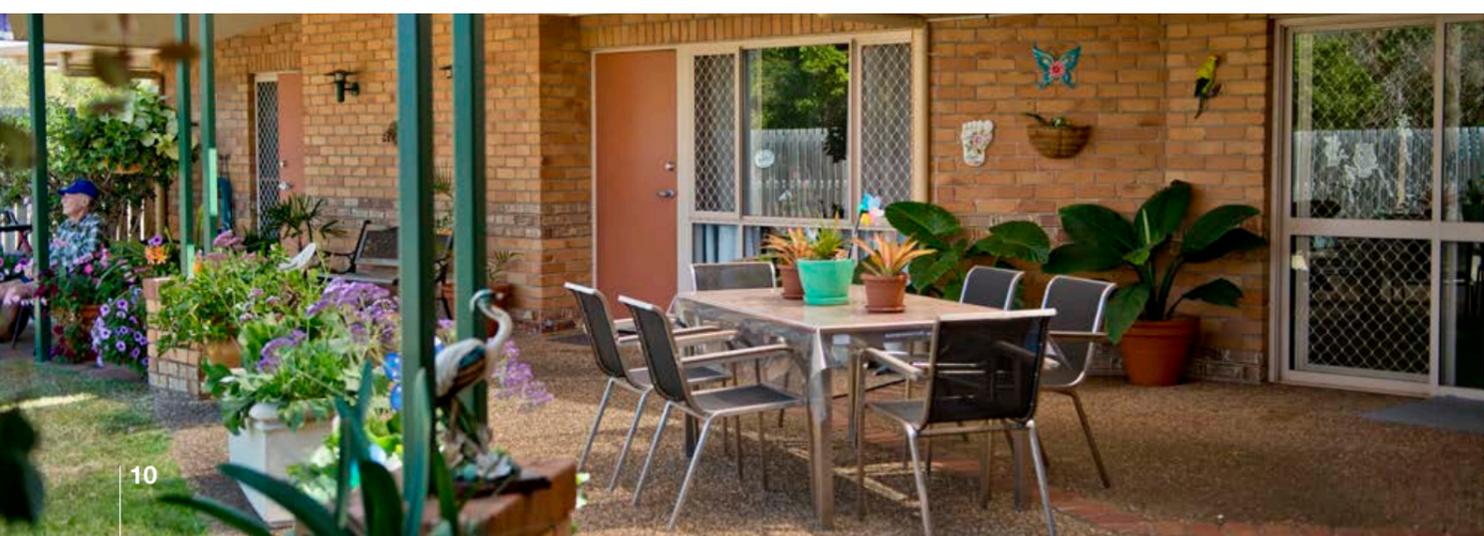
### Single ensuite room

- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with private ensuite and private patio area.
- Each cottage has kitchen, lounge and dining spaces.
- In-room storage including wardrobe, chest of drawers and shelving.

### Single ensuite room in dementia care area (specialised support)

- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with private ensuite located in secure dementia area.
- Each cottage has kitchen, lounge and dining spaces.
- In-room storage including wardrobe, chest of drawers and shelving.

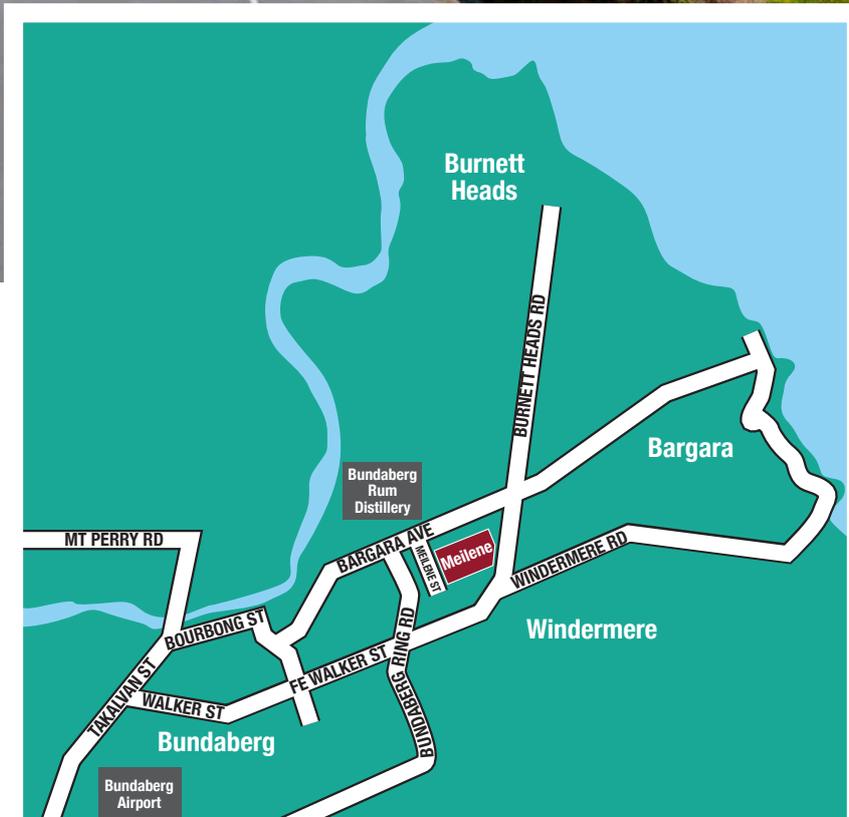
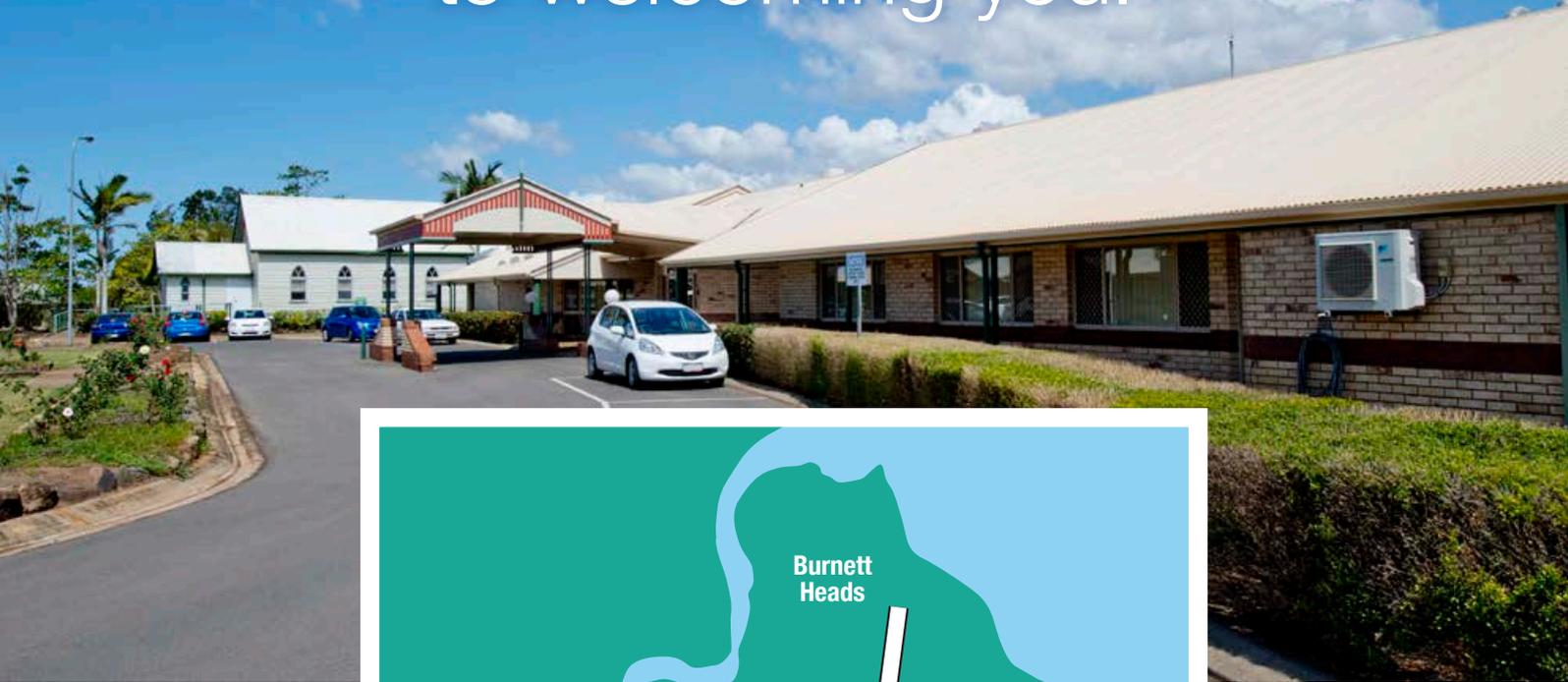
The single rooms with private ensuites are located across four houses, each is home to 10-16 residents. The houses all have their own comfortable lounge and sitting area, as well as a dining room and a kitchen.



We understand that there are many things to consider when you move into a residential aged care community. We would love to show you around Meilene so you can make an informed decision about your care.

**To book a tour at Meilene, call us today on 1300 610 610.**

We look forward  
to welcoming you.



## Meilene Residential Aged Care

2 Meilene Street, Kalkie Qld 4670

**Call 1300 610 610 to book a tour of Meilene today.**



Anglicare Southern Queensland acknowledges the Traditional Owners of the lands on which our services now stand. We pay our respect to Elders – past, present and emerging – and acknowledge the important role of Aboriginal and Torres Strait Islander people in caring for their own communities.

