

Symes Grove Residential Aged Care, Taigum



Your Home in Brisbane North

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.

“I have been in care for a while now. I love to read, especially love stories, books about cowboys and history. My advice as you age is to keep yourself occupied, and be around a lot of people, and that’s why I love living here. I have friends to talk with, the staff are lovely and I get to play bingo.”

Betty J. – Symes Grove Resident

Betty’s Story

“I have five sons, all live far away from Brisbane. I started having a few falls and I am also an asthmatic. Symes Grove is close to where I was living so I decided to move in. It gives my sons peace of mind to know that I am safe and looked after.

I have made some good friends in the short time I have been here. The staff are lovely and the level of accommodation is amazing. To stay active I volunteer at the onsite café, deliver the newsletters and program of activities to residents and organise Sunday afternoon bingo!

Many of us enjoy the kindy children visits from the school up the road. They sing to us and we also have other schools visiting too. This means a lot to residents who may not see their grandchildren very often.

It’s good here, I can get involved and this is my place.”



Betty S. – Symes Grove Resident

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

When you choose Symes Grove 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 Symes Grove

Symes Grove is a state of the art aged care home, spanning two levels. Opened in 2018, this modern home is located in the heart of Taigum, a leafy suburb of north Brisbane. Conveniently located close to public transport, neighbourhood shops and Chermiside Westfield, Symes Grove is home to 105 residents.

Our qualified and caring staff assist in fostering a loving community and friendships through activities and a variety of social hubs. The easy to navigate pathways throughout the beautiful landscaped gardens, are dotted with sheltered outdoor seating, making it a relaxing place for residents to read or catch-up with family and friends. Other social hubs include the on-site café, library and common areas.

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



Symes Grove is a fully accredited residential aged care home.

Features:

- 24-hour nursing and care services
- Allied health services
- Memory support including a cottage care model and sensory garden
- Dedicated shared facilities including café, gymnasium, library and media room
- Hairdresser and hairdressing salon
- Social activities including bingo, trivia and outings
- 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 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.

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.



“It is a very friendly place. I have just moved here and I feel like I can relax.”

Joan



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.

You will also have access to a range of allied health professionals that regularly visit Symes Grove including a physiotherapist, podiatrist, dentist, audiologist, speech therapist and a 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.

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



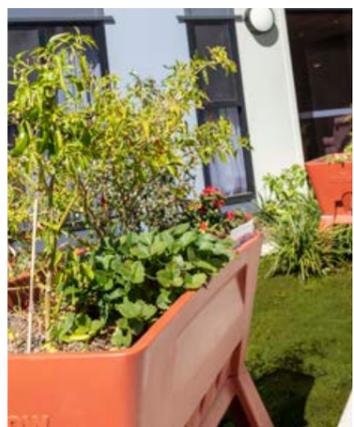
"I love everything about Symes Grove. It's a home away from home. The food is yum. I have a very good diet."
Gary

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
- craft, bingo and board games
- exercise and wellness in the gym and garden
- opportunities to volunteer within the community
- social and community engagement e.g. school visits and performances
- gardening in the communal herb and vegetable garden.



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.

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 room, library, media room and outdoor covered 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 a widescreen wall-mounted digital television and telephone points. Our installed safety systems include nurse call and fire safety services.

We offer three room types to suit your needs:

Single premium cottage room with ensuite

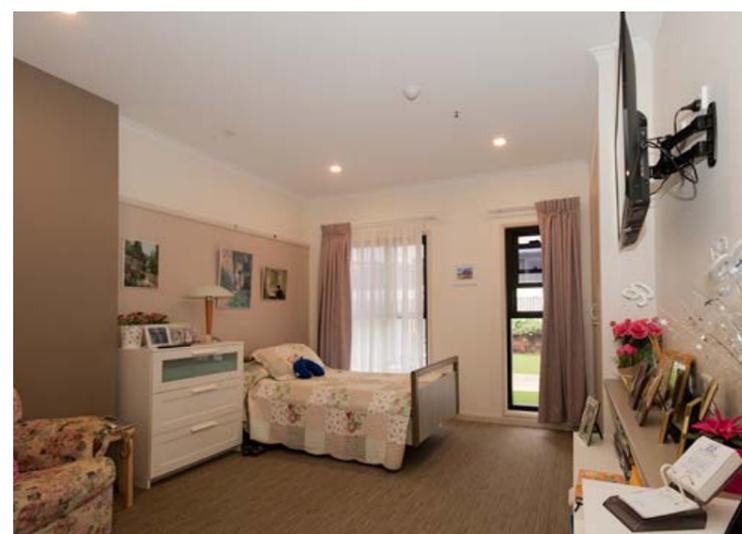
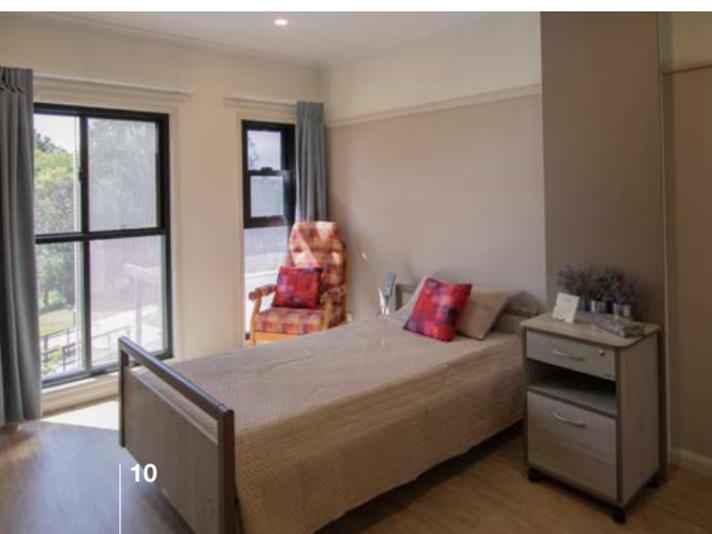
- Large air conditioned single room (26m² to 27m²) with private ensuite in a small group cottage setting with dedicated staffing to provide best practice memory support care.
- Each cottage has kitchen, lounge, and dining spaces.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.
- Each room is fitted with a ceiling hoist system.

Single standard cottage room with ensuite

- Large air conditioned single room (22m² to 24m²) with private ensuite in a small group cottage setting with dedicated staffing to provide best practice memory support care.
- Each cottage has kitchen, lounge and dining spaces.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.

Single standard room with ensuite

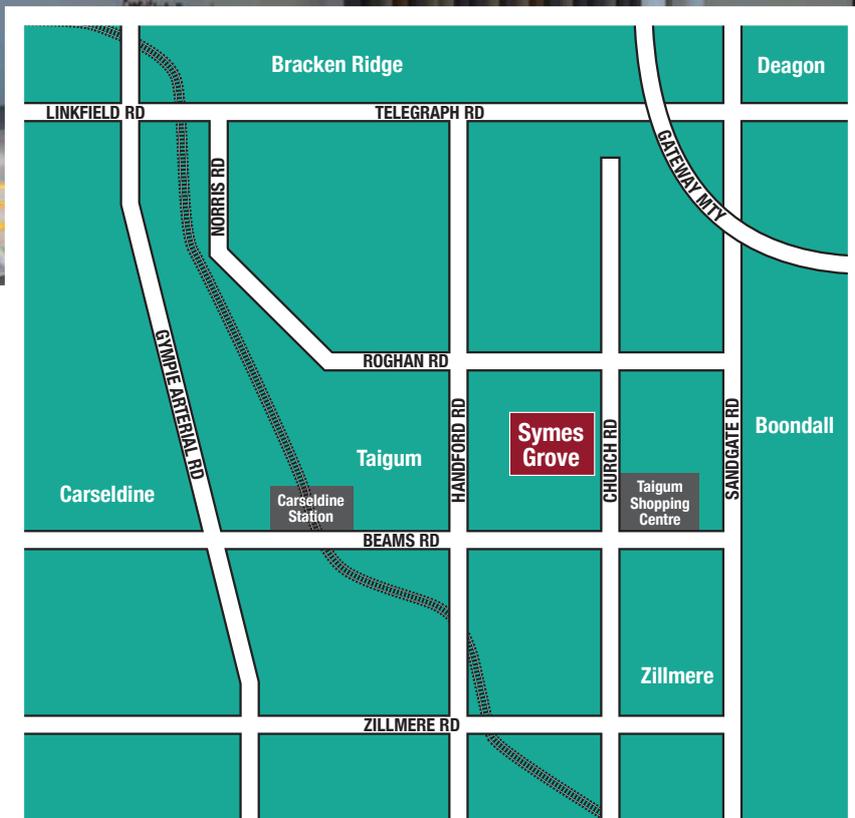
- Large air conditioned single room (22m² to 34m²) with private ensuite.
- Located adjacent to lounge and dining spaces.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.
- Each room is fitted with a ceiling hoist system.



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 Symes Grove, so you can make an informed decision about your care.

Call us to today to book a tour at Symes Grove on 1300 610 610.

We look forward to welcoming you.



Symes Grove Residential Aged Care

314 Church Road, Taigum Qld 4018

Call 1300 610 610 to book a tour of Symes Grove 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.

