

Symes Thorpe Residential Aged Care, Rangeville



Your Home in Toowoomba

**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 grew up farming and I like the outdoors. When I moved here I decided to do the gardening. It gives me something to do and feel like I am making a difference to the place. I did the gardening at the bowling club for 40 years, so I have a good idea on what needs doing.”

Selwyn – Symes Thorpe resident

## Esther's Story

“I was born in Mackay and I have lived and travelled all over Australia. I made fishing nets for 11 years, worked in supermarkets and on dairy farms. I suppose I have always cared for others. I came back to Toowoomba to care for my aunt and uncle.

It's a nice feeling to have someone care for me now. I don't mind the staff helping me when I need it. I volunteer in the kitchen, make toast for other residents at breakfast and help sort the tables. Life is busy with morning exercises, craft and other group activities. We are having a Christmas fete and I've made so many craft items. It's really enjoyable to be part of this community.”



Esther – Symes Thorpe resident

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

When you choose Symes Thorpe 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 Thorpe



Symes Thorpe is located on 44 acres in the scenic district of eastern Toowoomba and is home to 82 residents. Spread over one level with a number of smaller houses, there is a real sense of community and family. The landscaped garden, walking tracks, and abundant wildlife provide the perfect outdoor setting for catching-up with family, friends and their pets. Symes Thorpe is also conveniently located on a public transport route.

Our qualified and caring staff assist in fostering a loving community and friendships through activities and a variety of social hubs. Residents can enjoy relaxing in the al fresco areas. Other social hubs include the dining areas, communal lounge and a larger space where concerts and functions are held.

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



**Symes Thorpe is a fully accredited residential aged care home.**

### Features:

- 24-hour nursing and care services
- Dementia support including accommodation and recreation
- Respite support
- Landscaped gardens with areas for recreational activities
- Memorial gardens
- Activity rooms with piano and library
- Social activities and outings
- Bilingual staff support for non-English speaking residents
- 'Babies and Boomers' catch-ups with children and residents
- Allied health services
- Hairdresser
- 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 feels good to have my independence. I can catch the bus to the shops or simply enjoy walks around the garden.”  
Joyce



## 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 Symes Thorpe, 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.

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



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



## 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 television and telephone points. Our installed safety systems include nurse call and fire safety services.

We offer four room types to suit your needs:

## Single ensuite room

- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with a private ensuite.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.
- A private patio area is located outside of each room.

## Single ensuite room in dementia care area

- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with a private ensuite.
- Located in a secure area for memory support.
- Each room has external access to a patio area.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.

## Single ensuite room (refurbished)

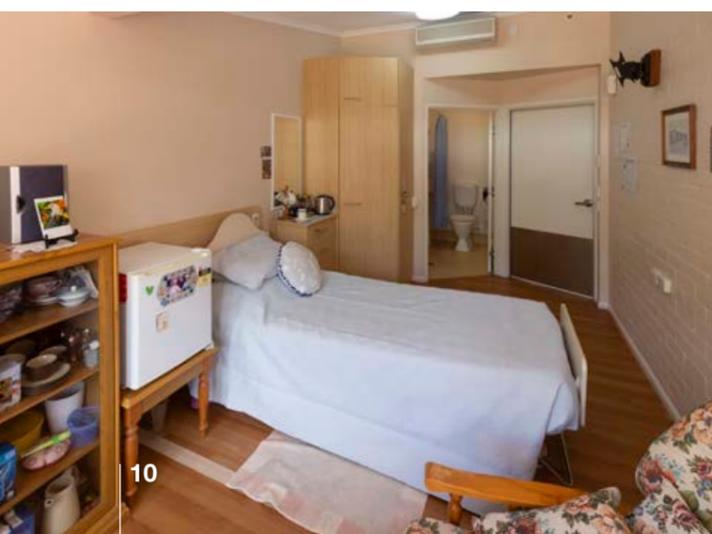
- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with a private ensuite.
- A kitchenette area equipped with a sink.
- Each room has a private patio area.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.

## Single ensuite kitchenette room

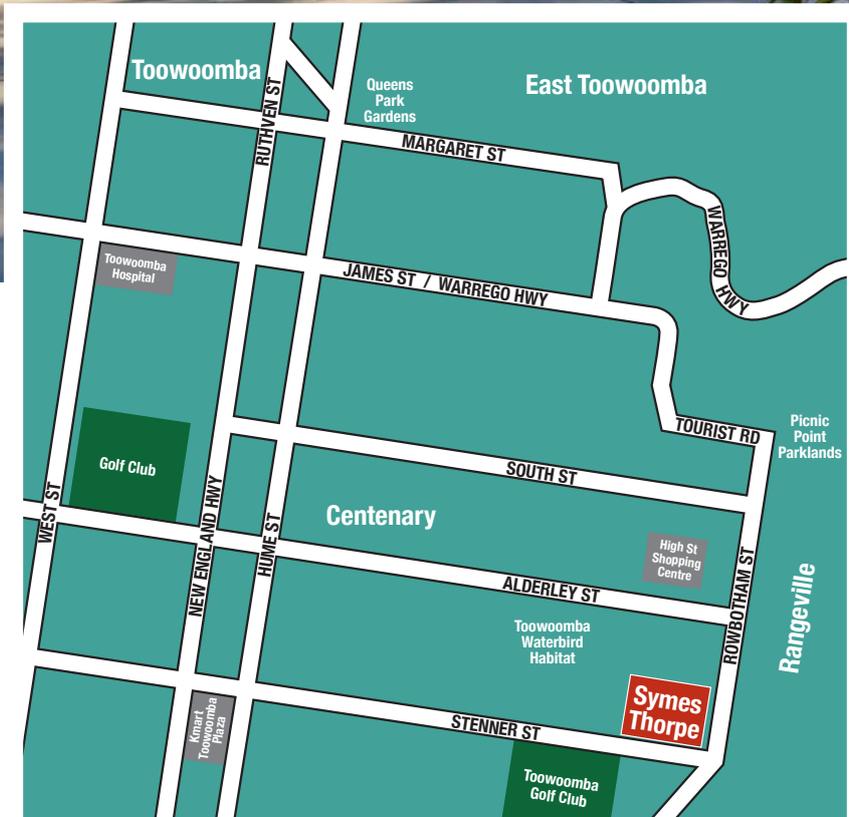
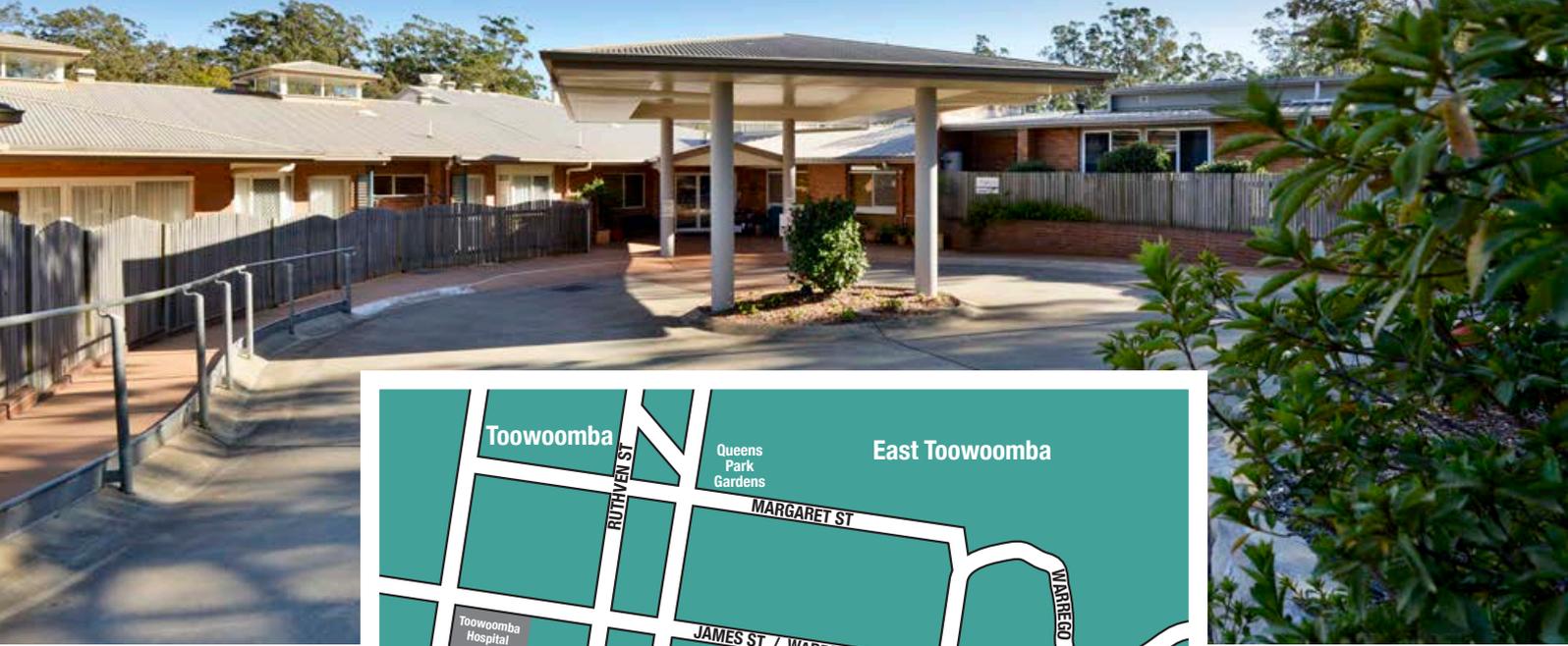
- Medium-sized air conditioned room (15m<sup>2</sup> to 20m<sup>2</sup>) with a private ensuite.
- A kitchenette area equipped with a sink.
- Each room has a private patio area.
- In-room storage, including built-in wardrobe with shelving and chest of drawers.

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

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



# We look forward to welcoming you.



## Symes Thorpe Residential Aged Care

69 Stenner Street, Rangeville Qld 4350

**Call 1300 610 610 to book a tour of Symes Thorpe 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.

