

# Be our Guest



Come and stay with us for a week and you won't want to leave. Whether you're awaiting placement in hospital, interim care or at home, we are confident that your individualized needs can be met by Balmoral Grove.

Our facility provides a range of residential care and services to the community including high care and low care on a permanent or respite basis – in a pleasant, relaxing and home like environment, surrounded by caring, compassionate and friendly staff.

Our qualified staff are carefully selected to ensure that they constantly strive to deliver care and services, to all residents at the highest possible level. The Facility Manager is a qualified Registered Nurse, who has extensive experience in aged care and facility management, and is passionate about ensuring that residents are well cared for. Registered Nurses manage the resident care 24 hours a day 7 days a week.

Our aim is to ensure that all residents receive individualized care and attention in a respectful manner, to maintain their dignity and honor their contribution to society. There is no doubt that we are committed, and we will work together with the resident's family and friends to achieve the best possible outcome for the resident.

Balmoral Grove welcomes the resident's family practitioner to continue to care for the resident however, where this is not possible we are able to arrange one in a seamless manner.



# Care



# Lifestyle

At Balmoral Grove, the leisure and lifestyle program provides innovative, creative, interest-based programs for groups and individuals. Participation is, of course, voluntary, and most programs are open to those residents who choose to attend.

Regular coach outings are planned, and include space on each trip for residents who require a wheelchair. Balmoral Grove also maintains close links with the community, and arranges regular visits from community groups, entertainers and special guests to attend the facility.

At Balmoral Grove there are no set visiting hours. You can invite friends and family to visit whenever it suits, just as if you were in your own home. Your room isn't the only place where you can entertain your guests. There are also other indoor and outdoor areas pleasantly appointed for you and your guests to relax in.



Some examples of additional services provided are:

- Physiotherapy
- Podiatry
- Aromatherapy
- Audiometry and audiology
- Dental technician and dentist
- Dietitian
- Optometrist
- Speech therapy
- Pharmacy
- Spiritual and pastoral guidance

NB: Some of these services may attract an additional charge.



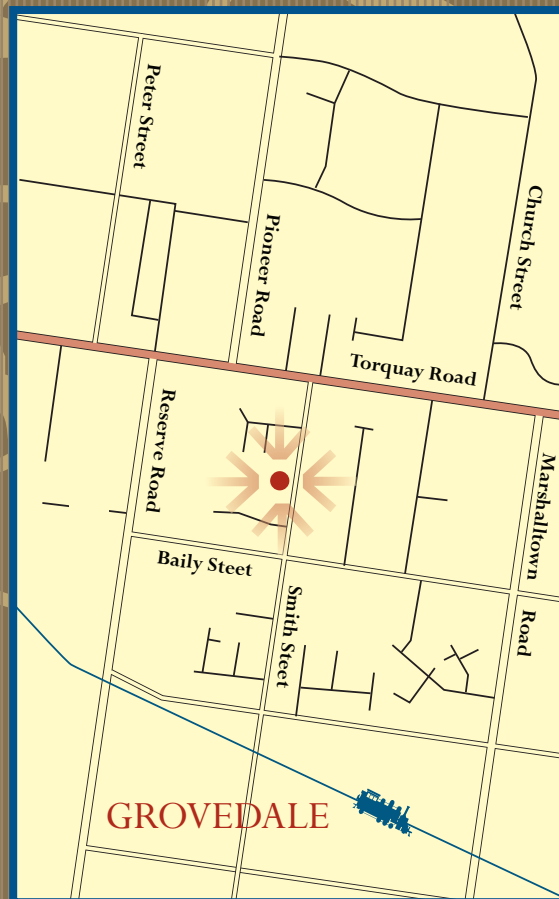


# High quality focus

In consultation with you, care is tailored to ensure that the quality of your life is enhanced and your individual needs and preferences are respected.

Our resident focused care features:

- Catering services are delighted to tempt your tastebuds. Feedback from residents is a key ingredient in the success of our menus.
- Choose from a wide variety of stimulating activities, or alternatively, quiet reflection in the lounge or garden areas.
- You can have a phone installed in your room to help you keep in touch with loved ones.
- Bring some of your mementos to help you feel at home, in your new home.



## Balmoral Grove

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BALMORAL  
GROVE

with thought,  
regard,  
respect  
and attention