

THE HENLEY

ON BROADWATER

NEWSLETTER

ISSUE 9

THE HENLEY HEARTBEAT – IT'S WHAT MAKES US DIFFERENT

It's the thinking and feeling behind this that sets The Henley on Broadwater apart

If you were to look at the websites of a dozen Retirement Living establishments', you would probably notice that they all make a series of very similar claims. Remove the logo and name, and you'd be hard-pressed to tell one from another.

So, what makes The Henley on Broadwater so different?

The Henley is a community, in the real sense of the word, the directors, staff and residents all come together to contribute in their unique ways.

Larger retirement living 'groups' struggle to apply the same standards of quality and comfort across all of their establishments, but this isn't something that's an issue for The Henley. Our directors are actively involved in the day-to-day running of The Henley and are well known by residents and staff alike. This 'hands-on' involvement not only ensures that the high standards they've set for themselves are applied universally, but that they are rigorously maintained.

You'll also find that The Henley's staff are not a class apart from the residents. Yes, they are there to ensure the smooth running of daily operations and meet the needs and requirements of our residents, but they've more than that.

They're like an extended family who gets to know you, not just your needs. They're up for a chat, and they'll join in at the many social functions that are always happening at The Henley. And you can count on really getting to know them. Our staff turnover is well below the industry average, and most of our staff have been with us from the beginning.

This 'engaged' approach to management and staffing is not merely a happy accident. Our extended family feel is a direct result of our deeper involvement with the people who actually live at The Henley, the Residents. Our unique approach is not only the glue binding our community together, but it's also the catalyst for many close relationships that the residents enjoy between themselves as well as with the staff.

In a generic retirement living complex, you'd be lucky if you got to know anybody other than your closest neighbours. Our interactive staffing approach, high level of social events and excellent facilities come together to create a unique 'vertical village' retirement living model that is the realisation of our vision of a real and thriving community.

Naturally, we are very proud of our superior level of comfort, our high level of affordability and fantastic staff, but we believe it's our

approach and commitment to community and relationships, 'The Henley Heartbeat', that makes us different.

Keen to find out more about The Henley on Broadwater?

Don't simply take our word for it, come and see for yourself. We'd love to meet you in person and show you what we have to offer and understand what you're after. And if, after meeting us and having a chat, we can add you to our Resident Reserve list so that you'll be kept up to date about availability and any other happenings at The Henley. Give us a call to arrange a visit.

Moving made easy.

We understand that moving has its obstacles, both emotional and actual. To improve the relocation process and make life as easy as possible, we can refer to you an independent specialist who can help you with our decision-making process and provide advice and assistance for your transition to retirement living. If you'd like an introduction, please let us know when you pay us a visit.



WHEN IT COMES TO SOMETHING TO DO, YOU'LL BE SPOILT FOR CHOICE



Whatever your pleasure, we've got it covered.

The Henley on Broadwater is located right in the middle of a world-class destination – the Gold Coast. But with the range of amenities and activities on offer at The Henley, you could be forgiven for never wanting to venture outside.

Different people like different things and whatever it is you're into, you'll be able to enjoy it at The Henley. If you're one of those people that enjoys gardening, you can grow your own veggies in our community garden on the Sky Deck while enjoying the magnificent views of the Gold Coast in between all the planting and pruning.

Quiet time can be enjoyed in our dedicated library. It has a great range of titles to choose from, and if you fancy browsing the web, internet services are provided too. And if you'd like to catch a movie, then you'll enjoy our dedicated theatre room.

Enjoy a get together with a group of friends over lunch or dinner on the BBQ Terraces. Or maybe you'd prefer to enjoy a drink or two during our regular happy hours with friends in the bar before enjoying a game of snooker or pool in the community entertainment lounge?

Enjoy an exceptional dining experience with friends or family in The Henley Bistro with dishes prepared by our fully trained

chefs – or have them delivered to you on the evenings when cooking seems like too much of an effort. Your choice.

Active or activity? There's so much to choose from.

If you like to keep in shape, then you have plenty of options. You can enjoy bowling with friends on the Skydeck, do some laps or simply relax in the heated pool and spa. The Henley also has a fully equipped gymnasium, and our on-site lifestyle and wellness coordinator provides you with the opportunity to take part in a variety of healthy lifestyle activities including aqua aerobics, tai chi, Zumba, meditation and more.

Social gatherings are something we often do at The Henley. Christmas gets celebrated twice a year, in both July and December! We enjoy live Opera nights and we convert The Henley Hub into our very own, in-house casino for our resident high-rollers. Residents also get to enjoy a range of party evenings with live music and food that matches a theme such as Hawaiian, Jamaican or Jazz. It's all great fun and a top way to meet some fantastic new friends and have the time of your life. There's always plenty of things happening to fill your social calendar. And you don't even have to go elsewhere to prepare for your fantastic night 'in' as The Henley has its very own hair on beauty salon on-site.



A SOCIAL CALENDAR WITH THE VARIETY TO PLEASE ALL

The Henley's Casino Evening is a resounding success

Laughter, fun and excitement were all very much in evidence as our resident 'High Rollers' took to the tables to try and win as many chips as possible to bid at the Casino Night Blind Auction.

There was plenty of quality food served, so our keen gamblers weren't distracted from the task at hand – that is, to win one of the many attractive prizes on offer. Our winners got to show off their prizes at the end of the night!



Our eagerly awaited Opera Night never fails to please

One of the most looked forward to evenings on The Henley on Broadwater's social calendar is Opera Night.

Residents got into the spirit by donning opera masks and enjoyed a range of emotional opera classics from a variety of popular shows to touch the heart.

That singing touched the spirit and left the audience delighted, with the singers enjoying a standing ovation at the end of the night.



WHY 'NOW' IS THE BEST TIME TO GET A PET

Socialising is very important to us as we age – and at The Henley, we've got that covered!

We welcome pets at The Henley, and with good reason. The research is in, and it's now widely accepted that having a pet is hugely beneficial for our general well-being.

Pet's are great company and provide friendship and companionship on a day-to-day basis, which is excellent if you don't get to see family daily.

Some of the other benefits of pet ownership include reduced stress levels promoting relaxation and an improved ability to overcome minor illnesses.

Pets are known to be able to sense if you're feeling lonely or anxious, and they'll often respond with love and affection. It's this comfort they provide that alleviates depression.



OUR MAGNESIUM POOL: A BOOST FOR HEALTH AS WELL AS YOUR BODY

The benefits of swimming are widely known. But did you know that swimming in our new magnesium pool is also good for your health?

Aside from not damaging your hair, it's better for the environment and when absorbed through the skin, magnesium assists in up to 300 cellular processes and enzyme reactions in the body. We don't have room here to list them all, but here are a few.

Magnesium helps our nervous system to function and promotes a healthy immune system, and it assists in normalising blood pressure.

Magnesium is also a great anti-inflammatory agent, helps you to sleep better and is excellent for the skin.

A dip in our magnesium pool will help to restore elasticity to your skin. It also helps your body to absorb calcium – vital to healthy bones and teeth.

So a taking a regular dip in the pool isn't only great exercise, it's great for your health, too.



INDIVIDUALISED AND FLEXIBLE CARE SOLUTIONS IN YOUR OWN HOME

The Henley on Broadwater enjoys a spectacular location, situated as it is on the world-famous Gold Coast's Broadwater and enjoys fantastic ocean views. With restaurants, parklands, shopping centres, aquatic centre and transport close by, it's a desirable retirement living location!

The Henley is also committed to each and every residents' individual 'care journey' and believes in every one of its residents leading an active and socially engaged lifestyle no matter what stage they are at on their life journey.

A level of care to suit your needs

What truly makes The Henley unique is its partnership with Luminise Care Solutions who are an Approved Provider for Aged Care with their ability to offer a scalable level of care and services to suit specific needs. Luminise provides 24-hour homecare-style support that provides residents with the assistance they need right now, with the option to add services as their needs evolve.

If you need assistance with personal care including showering, dressing and grooming, household chores such as cleaning, meal prep, shopping and looking after pets you can tailor a solution to suit your needs and requirements. And if you require help with

wound dressing medication management and health assessments, partnering with Luminise Care Solutions and uniquely having nurses onsite 24 hours a day enables Henley residents to receive all levels of care in their own home.

The Henley uniquely has a 'Care Concierge' Service available who are registered nurses that oversee the residents daily health and wellbeing, manage allied health professionals, liaise as needed with other health care practitioners as required, source government funding where appropriate and maintain an ongoing dialogue with families to keep them informed.

Our flexible model of wellbeing and ageing-in-place services provide variable levels of support designed to allow our residents to live their lives in the way they choose and maintain independence. And unlike a conventional nursing home, care is provided to you in your own home at The Henley.

As your needs change, so do we

Located on a single level within The Henley on Broadwater is The Henley Private Aged Care. Providing care levels equivalent to or higher than a typical residential nursing home it provides specialised clinical management from the registered nurses 24 hours a day as

well as services including high-level mobility assistance such as hoist transfers.

With one of the highest staff to resident ratios in the industry, The Henley Private Aged Care's nursing staff and clinical care managers always have the time to spend with each resident, understanding their particular needs getting to know them and their families.

The Henley Private Aged Care provides a boutique luxury environment that not only looks and feels entirely different to a traditional nursing home but has the distinct advantage of higher levels of staffing and care and also provides affordable and flexible funding options that allow residents to offset their daily care costs. It's this approach that enables us to provide the appropriate level of care, support and services specific to each resident's lifestyle at a time that suits them and fits in with their preferred daily routine.

Whatever level of care you require, all of our services are underpinned by the three same guiding principles: individuality (providing tailored support), independence (helping residents live the best possible life) and flexibility (designing services to suit people's varying schedules).



STAFF THAT SET THE STANDARDS IN CARE AND SERVICE



At The Henley Private Aged care, we're setting new standards for the way care is delivered

We believe we've found a unique blend of comfort, care and environment that truly sets us apart and makes us a leader in the aged care space.

When you visit The Henley Private Aged Care, it's immediately apparent that the residents' comfort was central to our vision, and we've spared no effort on creating an environment that feels like a real home. Each of the 12 suites has its own kitchenette and a private seating area for when residents have guests or when family visit. In addition to this, there's dedicated dining for all residents and comfortable lounge space for residents to get together and socialise.

Our philosophy of care delivery is based around choice and control

This means the individual still shapes and dictates how they live their lives, maintaining a rhythm of life they're used to and making the choices best suited to them; there's no regimented bedtime and no set menu for all. We provide a range of activities for all our residents, but they are free to take part or not as they wish. We aim to foster a high level of independence as we believe that provides a happy and satisfying lifestyle.

Key to making all of this happen is our staff, many of whom have been at The Henley for a long time. All individual and personal care is provided by trained professionals or Registered Nurses who are on hand 24/7.

But it's on the personal level that we feel we really excel

Having a high ratio of staff-to-resident and very high staff retention has been vital to us, developing a real community. Our team really get to know our residents on a personal level and understand their specific needs, so they can provide the highest level of care in a relaxed and friendly environment; great for both residents and carers alike.

Not only do you feel better when you're eating food with high nutritional value, you'll be better. And at The Henley Bistro, all of the meals are dietician approved and cooked by trained chefs onsite. Doesn't matter if you're eating in the restaurant setting of The Henley Bistro itself, sharing a meal with friends in The Henley Private Aged Care's dining room or enjoying your meal in the privacy of your own suite, all food is prepared to restaurant standard from the best, nutritious ingredients. This is also the case for all of our snacks, sandwiches and drinks served or delivered to you throughout the day and night.

All this really wouldn't mean much if it was unaffordable. But that's the real beauty, it isn't. The Henley Private Aged Care is financially comparable to other aged care facilities, but in many cases, it is also more affordable. Having the ability to utilise your government-funded home care package to pay for your care is a distinct advantage of living at The Henley over a nursing home.

By utilising your current government-funded home care funding to pay for, or offset the cost of care, and unlike moving into a nursing home, you won't forfeit all of the funds you've accrued. There's no compulsory means testing, and when you leave, there aren't any exit fees.

We provide flexible payment options; a fully refundable ingoing contribution, a daily fee or if you prefer, a mixture of both. You'll be pleasantly surprised by how we compare to other care providers and nursing homes – you may even find that we are more affordable. We believe that being able to offer our range of flexible payment options makes The Henley Private Aged Care accessible to all and is something that really sets us apart.

THE HENLEY
ON BROADWATER

A LIFESTYLE RESORT LIKE NO OTHER

Contact Us

07 5591 2111 | info@thehenley.com.au

thehenley.com.au

70 Marine Parade, Southport, Queensland 4215

