Welcome to CraigCare Plumpton Villa, Glenroy

A place that feels like home, with care that feels like family.

Everyone's care journey is different, and at CraigCare Plumpton Villa, we're here to support yours - every step of the way.

We offer a range of aged care services to suit a variety of needs, from low to high care and everything in between.

CraigCare
LOCAL | CARE | COMMUNITY

CraigCare Plumpton Villa
7 Lewis St,
Glenroy VIC 3046

Phone: 1300 075 281

Email: enquiries@craigcare.com.au

craigcare.com.au

Permanent Care | Short-Term Respite | Palliative Care

Your life, your way - every day

At CraigCare Plumpton Villa, we truly value each person for who they are. It's all about the individual – the whole person. We take the time to understand their life story, their culture, their beliefs, and what matters most to them.

Everyone comes to us with a rich history, shaped by community, home, and years of experience. And we honour that. By really seeing and knowing each person, we can support them to keep doing the things they love and live with purpose.

That's what quality of life means to us – helping each person continue to live a life that feels full and meaningful.

Features of *our home*

Our residents have access to all the features, services and amenities in our home.

- 24/7 Registered nurses
- In-house dietitian
- Social worker support
- Tailored 1:1 therapy
- Group exercise classes
- Meals cooked fresh daily onsite
- Mediterranean themed dining
- Wellness centre
- Private dining & function room
- Leisure & lifestyle program 7 days a week
- Theatre room
- Hair salon and beauty services
- Library
- Spiritual support services
- Pet therapy activities
- Visiting pets welcome
- Daily housekeeping
- Onsite laundry
- Separate resident laundry access
- Large sunroom access
- Accessible courtyards

Elevate your everyday with our *Concierge Service*

Our home's Concierge is that special someone who will help your loved one feel warmly welcomed into our home and part of our community quickly.

They will assist your loved one in settling in and also help them make social connections quickly and meaningfully with like-minded residents. Our Concierge spends quality one-on-one time with your loved one, enjoying each other's friendship.

Our Concierge services also include daily walks in the local parks, assistance with booking medical appointments and transport, and scheduling hair and beauty appointments. Residents and their families can count on our Concierge when celebration dinners need to be arranged, FaceTime calls need to be made, birthday cards written to grandchildren, and so on. Our Concierge service is available on weekdays.

Please note: some services and activities incur an additional charge

Personalised Memory Support

For those living with dementia, our boutique 18-room **Memory Support** area, Wheatsheaf, offers a safe, calming and deeply supportive environment. Its smaller size ensures every resident receives highly personalised care, familiar faces, and meaningful continuity – something families tell us they truly treasure. Secure courtyards allow residents to enjoy the outdoors in comfort and safety.

Wellbeing is at the heart of everything we do

Our **Wellness Program,** led by allied health professionals, helps residents stay active, social and independent – whether through gentle fitness classes, group catch-ups or one-on-one support. Many enjoy:

- Improved mobility and confidence;
- A stronger sense of independence; and
- Friendships formed through shared experiences.

Here's just a few of our residents' stories that shows how our program boosts health and social connections - helping residents to live their best lives every day.

A Journey to Independence for Daphne

After nearly a year in a wheelchair, Daphne embraced our rehabilitation program with commitment and determination.

Today, she walks with a frame and support – gaining mobility, independence, and a better quality of life every day.

Raymond Steps Toward New Goals

Raymond was wheelchair-bound and reliant on a standing machine. Over the past two months, he has embraced our allied health wellness sessions with dedication and resilience.

Through consistent effort, Raymond has strengthened his lower limbs, pulled himself up from his wheelchair, and maintained a supported standing position for up to two minutes.

He has now begun attempting step transfers, showing inspiring progress that motivates both staff and fellow residents. Raymond's journey is a powerful reminder that with perseverance, support, and a positive spirit, it's never too late to reach for new goals.

Lillian's Progress to Independent Walking

Lillian joined the Wellness Program with reduced mobility and was considered a high falls risk.

In just four weeks of attending two sessions per week, she has made remarkable progress - now confidently walking up to 50 metres with a four-wheel walker.

Delighted with her achievements, Lillian has set her sights on building further strength and eventually walking independently without a walker.

A look inside *your* home

Step outside into one of our five beautifully landscaped gardens, with leafy green spaces, shaded seating, and direct access to GE Clarke Reserve.

What *your room* could look like

Our home offers 126 spacious private rooms, all with private ensuite. Many of our rooms look out over our beautiful gardens, bringing a sense of calm and nature indoors.

These room photos show the potential for you to style your space the way you like.

Voices of *Trust*

totally invested

Staff are amazing. They make a huge difference to the residents' quality of life and are totally invested in them.

staff listen

We visited various aged care homes and are very pleased we selected CraigCare Plumpton Villa. We are very happy with our overall care experience and the comfortable and welcoming feel on our visits to see Dad. Staff take time to listen to us and promptly attend to our needs. There is a range of activities for Dad to enjoy and the food is great. The home is kept clean and tidy and his room is very comfortable. Dad's health is monitored closely and his personal care needs attended to.

sincere, helpful & compassionate

Our family cannot express how much we appreciated everyone at CraigCare Plumpton Villa. All the staff and management are sincere, helpful, compassionate and trustworthy. The home is very comfortable for the residents and always well maintained and cleaned. Our Aunty is extremely happy there.

always in good hands

My Mum lives in the Memory Support Unit at CraigCare Plumpton Villa. As a whole it is great and staff are always willing to assist. When I leave Mum I know she is always in good hands.

Helping *you* settle in as quickly as possible

All residents have access to a **social worker** who is just one part of our clinical and allied health team. They provide emotional and practical support, help families navigate the transition into care, and along with our whole team help connect residents with the right resources to enhance wellbeing, quickly.

At CraigCare Plumpton Villa, we don't just provide care – we nurture friendships, share smiles, and create a place where you truly belong. Here, you're family, and every moment matters.

CraigCare
LOCAL | CARE | COMMUNITY

CraigCare Plumpton Villa
7 Lewis St,
Glenroy VIC 3046
Phone: 1300 075 281
Email: enquiries@craigcare.com.au

craigcare.com.au

Person-centred care, the CraigCare way.