



ASSURED



BELONGING



VALUED



COMFORTABLE



2015/16

At a Glance

VISION

To be the leading elderly care provider in Asia with a Resident-First attitude

MISSION

We deliver integrated and holistic care to our customers in a manner that enhances their quality of life

ABOUT US



Largest nursing home provider in Singapore



1013
Licensed Beds



Professionally managed with independent directors and advisors



Staff Strength of over 500



Largest specialised kitchen offering nutritious meals suited for the elderly



In-house pharmacy

COMFORTABLE

New Premium Rooms

To offer customers more residential choices, a new class of rooms has been introduced; in addition to the Standard Single Room, Double Room, Four Bedder and Open Ward. "Superclass" rooms with ensuite bathrooms offer residents a more spacious living area and storage space, ambient mood lighting, LED flat screen TVs and Wifi connectivity. These rooms can accommodate a live-in helper or private nurse, and can fit two single beds to cater to couples.



Greening Initiatives

As part of our continuous effort to improve the living environment and to create a healing environment for our residents, we have embarked on a greening campaign within the homes. A wide variety of plants have been planted around the nursing homes. Through such gardening activities, residents and staff interact more with one another; opening up communications and strengthening bonds.

Working with plants also allows the residents to interact with nature and regain a sense of self and pride. Our greening efforts at our Simei branch has been recognised by National Parks Board's "Community In Bloom Awards 2016" and was awarded "Silver" for the Banding Award.

COMFORTABLE & VALUED



Catering to Multiple Tastebuds

Our residents are serviced by sister company Singapore Nutri Diet Industries which specialises in nutritious meals for elderly consumption. There are six menus; Chinese, Malay, Western, Chinese Vegetarian, Indian Vegetarian and Fish Only. Every meal is freshly cooked daily at a central kitchen and delivered hot to each of our six branches.

In February 2016, a new 4-week cycle menu was launched following residents' feedback on cuisine preferences and consultation with a dietician. It included local delights such as Laksa, Yong Tau Foo, Pineapple Rice and Beef Rendang.

Our dietician plays an active role in improving the quality of life of our residents, tailoring the food menu according to the health conditions and nutritional needs of the elderly in our nursing homes.

Ambulance Service for Dialysis Patients

Orange Valley nursing homes are supported by a dedicated ambulance fleet operated by sister company Singapore Ambulance and Medicare. This facilitates convenient door-to-door patient transfer from hospital to nursing home, visits to doctors or even home visits. In 2016, the service was expanded to provide ambulance services to dialysis patients from the National Kidney Foundation.



Delivering Dental Convenience

Thanks to a partnership with the National University Health System (NUHS), residents at Orange Valley Clementi now enjoy initial dental screening at the home and follow up treatment at the National University Hospital. For subsidised residents, the treatment is fully paid for by a fund established at NUH. Going forward, we will continue to seek more collaborations to provide enhanced healthcare to our residents.

BELONGING



New kampong themed home at Sims Avenue

'A kampong in a nursing home' and 'a nursing home in a kampong' is the unique concept behind our latest nursing home, designed to appeal to the Pioneer Generation. Featuring large courtyards, a dedicated rehabilitation centre and mini playground for our residents' grandchildren when they visit, this branch is filled with lush greenery, many edible plants and fruiting trees, and is home to many animal 'residents' such as rabbits, birds, fish and terrapins. As part of pet therapy, the animals help improve residents' social, cognitive and emotional states, boosting their well-being and self-esteem.

At the Sims Avenue branch, Orange Valley has also introduced mind-body activities for the elderly such as gardening, daily outdoor exercise and mahjong.

Community Engagement

Once a fortnight, care staff accompany residents to nearby coffee-shops for meals. The holistic approach to caring helps the elderly stay active and connected with the wider community.



Social Events

Our multi-purpose halls serve as venues for residents to gather for talks, special events such as birthday celebrations and even concerts performed by volunteers at our homes.

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Key Inspection Dates by Ministry of Health

ZERO MAJOR FINDINGS!

2015

Jan

Simei

Mar

Clementi
Changi

Nov

Sims
Avenue

2016

May

Marsiling

Keeping skills sharp

Tracheostomy Care training

In collaboration with Changi General Hospital

Dementia Care training

In collaboration with Peacehaven Nursing Home

Continuous Ambulatory Peritoneal Dialysis (CAPD) training

In partnership with Baxter

Nutritional training

In partnership with Abbott and Nestlé



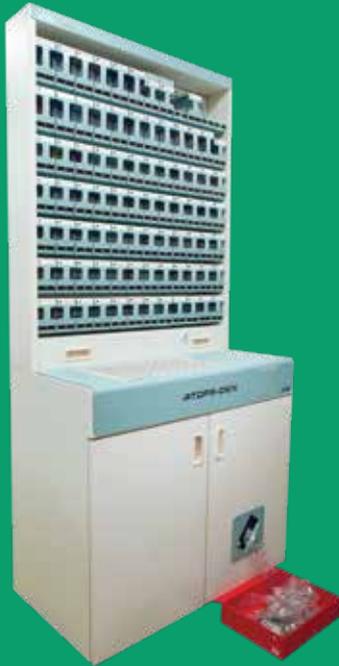
Tracheostomy care certification award ceremony at Changi General Hospital



Enhanced Nursing Home Standards

In 2015, Orange Valley's nursing systems and processes were upgraded to meet the new Enhanced Nursing Home Standards (ENHS) introduced by the Ministry of Health. The new standards cover Clinical Aspects e.g. Pain Management, Falls Prevention and Infection Control; Social Aspects e.g. Dignity of Care, Psychosocial and Mental Health; and Governance & Organisational Excellence. With the new standards in place, our customers can also be assured that the quality of care for their loved ones at Orange Valley is benchmarked against national standards.

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New medicine packing machine an investment in patient safety

Sometimes the smallest details are the most important and this is particularly true with the dispensing of medicine to our residents. Orange Valley recently commissioned a new Automatic Tablet Dispensing and Packaging System (ATDPS) at our Clementi home to reduce errors and improve patient safety. The \$120,000 machine can print the name of the medicine, dosage and frequency while expanding packing capacity. The new machine also reduced the manual labour required for packing by 25%, freeing up resources for improved patient care elsewhere. Introduced last December, the ATDPS was partially funded by Agency for Integrated Care's Healthcare Productivity Fund.

SingHealth Quality Service Award

Organised by SingHealth Duke-NUS Academic Medical Centre, the annual Singapore Quality Service Award honours healthcare professionals who have delivered quality care and excellent service to patients. In 2016, Orange Valley Nursing Homes garnered 8 silver awards, joining winners from public healthcare institutions, community hospitals, agencies from the Intermediate and Long-Term Care (ILTC) sector and private healthcare institutions across Singapore.

Orange Valley recognised for business excellence



Enterprise 50 Award

Orange Valley earned a top 4 finish at the 2015 Enterprise 50 (E50) Awards that go to the 50 privately held companies that contribute the most to Singapore's development at home and abroad.



Distribution Arm re-certified for Good Distribution Practice

Following a rigorous audit, Orange Valley's distribution arm, Life-Medic Healthcare Supplies, has been re-certified by certification body TUV SUD PSB Pte Ltd, under the TUV SUD PSB GDPMDS Certification Scheme. It is a hallmark of quality and good business practice for the import, storage, distribution and installation of Medical Devices, Hospital Hardware and related equipment.



Singapore 1000 Award

Orange Valley joined an elite group of Singapore's most successful companies with the presentation of the Singapore 1000 Award in February 2016 which recognises the most outstanding business performances in the country.



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