

ON THE GRAPEVINE

On The Grapevine: October 2013



*Welcome to the October edition of
the Myrtleford Lodge Residents,
Family & Friends Newsletter*

Each month we are profiling some of the expected outcomes of the Accreditation Standards. This month we focus on Expected Outcome:

Standard 1.1, 2.1, 3.1, 4.1 – Continuous Improvement

This expected outcome requires that:

The organization actively pursues continuous improvement

What is continuous improvement?

Continuous Improvement is a systematic, ongoing effort to raise a residential care home's performance as measure against the 44 Accreditation Standards.

- “ Takes into account the needs of residents, and may involve them in improvement activities.
- “ Involves a focus on lifting performance in each of the Standards focusing on systematic and integrated improvements with clearly defined objectives.
- “ Is results-focused which can be demonstrated through outcomes and actions.
- “ Ranges in scale from smaller programs to significant initiatives.

Continuous improvement involves the establishment and support of a culture that aims for better practice in care and services for residents.

A culture of continuous improvement means the residential aged care home is responsive to change from a variety of inputs and can continually develop a quality service that is of value to the residents

A sound continuous improvement program can demonstrate the following:

- Results – actual improvements made and their benefits to residents
- Planned and projected results – actual improvements planned or being introduced and benefits to residents
- Baseline – the current situation the home is trying to change
- Monitoring – systems to monitor a new process or activity during implementation
- Evaluation – systems to monitor a new process or activity once it has been implemented and sustainability.

One aspect that distinguishes an organization that ‘actively pursues continuous improvement’ from one that does not is the existence of a planned approach to improving. In an ad hoc approach, improvements are often only made in response to problems that is, when something goes wrong. This does not represent actively pursuing



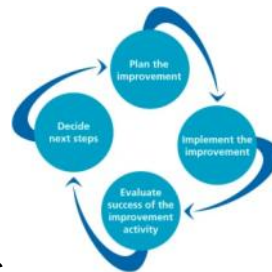
continuous improvement.

Keeping track of improvement activities ensures a strategic approach to continuous improvement, including prioritization of activities. It allows residential aged care homes to reflect back on what worked well, and what did not. At Myrtleford Lodge continuous improvement is achieved through improvement forms, incident forms, surveys, and audits, review of practices, meetings and portfolios as well as informal and formal communication. All this information is logged into a database system which identifies the activity and the action implemented as indicated by residents/ staff/ visitors. Follow up is through evaluation.

I encourage all residents to be involved with continuous improvement by completing surveys and improvement forms when you would like to raise an issue for improvement/ suggestion/ complaint or compliment.

Improvements to the menu options as raised by you the residents of your concerns

- “ Mandatory training for all staff for 2013 on the following topics: infection control; occupational health and safety; basic life support; elder abuse; bullying and harassment; emergency procedures
- “ A comprehensive multidisciplinary approach to managing your care needs including specialists as required, GP regular consultations, physiotherapist, podiatrist, dietitian, speech pathology, diabetic educator, occupational therapist, pharmacist, specialist RN skills.
- “ Commencement of new database system to log all improvements, complaints, suggestions, audits to streamline actions and reporting.
- “ Purchase of new equipment such as replacing all beds to hi low electric beds.
- “ Improvements to the variety of activities conducted
- “ Resident, Resident representative and staff surveys – overall on average 95% satisfaction.



External food safety audit - 100% compliance

- “ Implementation of 24 hour coverage of Registered Nurse
- “ Reviewed and updated over 100 policies.

This is just a few we have completed recently and there is always room for improvement and we will continue to strive for excellence in aged care service delivery.

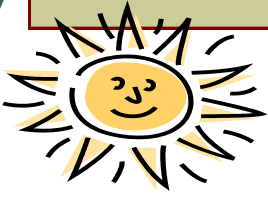
We are proud of what we deliver and encourage you to communicate your needs, requests and concerns with us so we can continue to meet your needs.

Marita Seamer

Director of Nursing



Activities at Myrtleford Lodge



Gardening Group

Myrtleford Lodge Residents have recently formed a gardening group that will meet and garden together on Friday afternoons with Mandy. This group would love to hear from anyone who may have some bulbs or cuttings to donate so they may be planted in this beautiful spring rain and warm sunshine.

Pictured are some of the Residents who are delighted to have joined the garden group activity, lots of ideas for improvement have been discussed and plans put in motion.

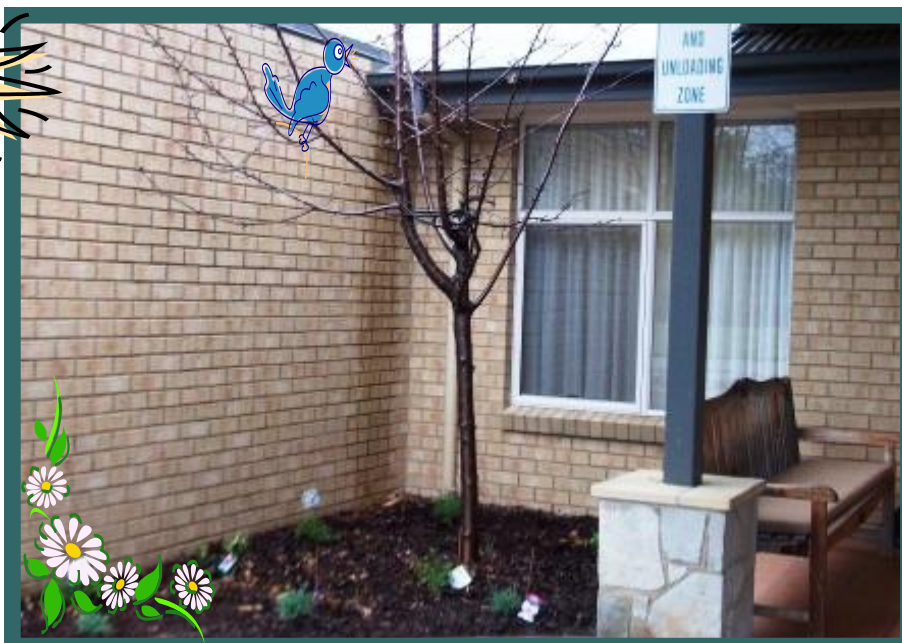
Pictured clockwise is Gwen Wood, Mary Zamperoni, Elsie Gaylard & Chiara Comito who have all been very keen gardeners throughout their lives.



Activities at Myrtleford Lodge



Have you noticed the beautification works that have commenced in the gardens at Myrtleford Lodge. Game services, our visiting garden suppliers have commenced replanting the gardens with plants suitable to the area, we all look forward to a more colourful display from the many daisies, magnolia trees and azealeas planted in the spring rain this past week.

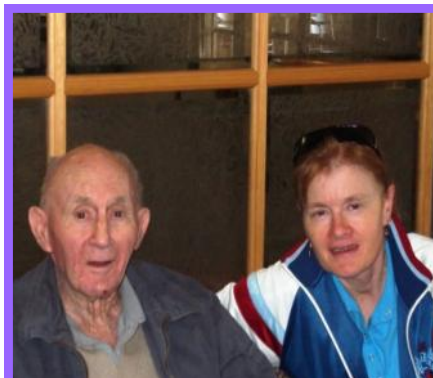


Activities at Myrtleford Lodge



Myrtleford Lodge Residents, staff & friends enjoyed an afternoon tea together to say farewell to Shona Bendeich. Shona worked very closely with the residents as a diversional therapist at Myrtleford Lodge for approximately two years and was very much loved by us all. Shona always had time for each and every resident, her laugh & happy nature will certainly be missed. Pictured is Shona receiving flowers and cards full of well wishes and during her speech she has promised to return to help us celebrate Jean Lacy's 100th birthday later this year, (Jean is pictured above with Shona).

Also pictured enjoying afternoon tea together is Mary Leita with her daughter Pauline, Joe Driscoll with his daughter, Glynis and Mavis McConville and Lorna Wills.



Activities at Myrtleford Lodge

Cooking Group

Many of our residents have been enjoying the newly formed cooking group with Mandy and our volunteer, Julie Carter on Wednesday mornings.

Many a treat has been baked and enjoyed, last week the group cooked weekend biscuits for the residents and also some extras to sell as a fundraising idea.

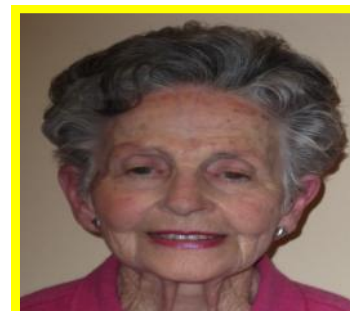


Singalong



Another new activity for residents to become involved in is a singalong on Tuesday mornings at 10.30am with Gwen Wood our resident piano player. This was one of a number of new ideas raised at the fortnightly ideas meeting with the residents.

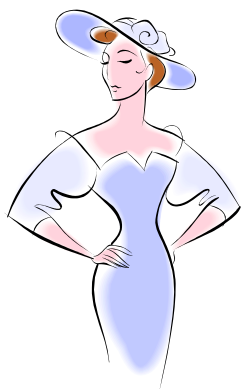
We thank Gwen for her enthusiasm in always playing a tune for the many residents, staff and friends of the lodge who often make requests.



Thankyou Gwen we really appreciate it. You are a star!

Activities at Myrtleford Lodge

Blumes Fashions



Blumes fashions will be exhibiting their spring / summer range at Myrtleford Lodge on Friday 25th October 2013 at 10.30am.

Family and friends are invited to join in to help make purchases of new items should they wish.

Payment is made directly to the supplier on the day.

Residents Meeting

The next Resident / Family meeting is scheduled for Tuesday 1st October at 1.30 pm. All residents and their family members and representatives are always welcome to attend this meeting.

The purpose of meetings is to provide an opportunity for residents and their family members / representatives to comment on matters relating to the facility and be involved in decision making about the operation of the facility



Birthday Breakfasts

Each month the Catering Manager and Activities Staff join together to invite all Residents enjoying a birthday during the month to a special birthday

Breakfast. October Birthdays will be celebrated on Tuesday 8th at 8.15am. Enjoy!



Activities at Myrtleford Lodge

Residents Happy Hour

Happy Hour is on the calendar for October 9th & 23rd
3.30pm to 4.30pm in the activities room.



Pictured are the Residents busy baking mini pizzas to have at happy hour 25th September. James Shanks & Mandy Morrison are pictured together with the finished product ready to be enjoyed, James was "Chief Cook" for the day.

Entertainment News



Gwen Matthews & Friends will be attending the lodge
to Present;

Snow White & the seven dwarfs

Sunday 27th October at 2.00pm.

Families and Friends are invited to attend the pantomime and stay with us to enjoy a cup of tea following the performance.

Thankyou to this group of local entertainers who often put on a concert for us all to enjoy, we look forward to this one as well.

All Welcome





October Birthdays

Edna Croft ~ 2nd October

Jean Murphy ~ 4th October

Flavio Faggion ~ 8th October

Steven Vayda ~ 12th October

Ellane Sorrell ~ 18th October

John Newth ~ 18th October

Nancy Bevan ~ 22nd October

*Congratulations,
Happy Birthday*

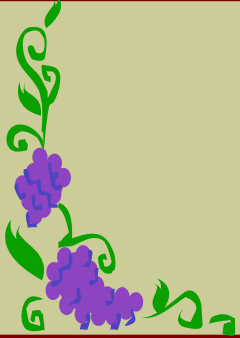


Welcome to Myrtleford Lodge



Myrtleford Lodge have recently welcomed four new residents, to our family, from top left, June Lockwood, Jean Murphy, Mavis Enders and Tony Baldori . We all hope that you feel happy and settled in your new surrounds, we look forward to getting to know you all.





**A NOTE FROM THE ADMINISTRATION
DESK**

Recently there has been some staff injuries from safety pins in the laundry, we therefore wish to discourage the use of safety pins at Myrtleford Lodge Aged Care.

If it is absolutely necessary to use a safety pin, please ensure for the safety of staff that they are removed prior to the garment going to laundry.

If you have any questions or problems please feel free to contact either Marita or Amanda on
(03) 57522222.

**SAFETY
PINS**

Pharmacy Accounts

Pharmacy Accounts are sent directly to the Resident / representative from both Pharmacies.

Whilst some concerns have been raised regarding payment to Terry White Pharmacy, we remind Residents / representatives that our administration staff are more than happy to assist with receipting payment of accounts . Staff from the Pharmacy visit Myrtleford Lodge at least twice weekly as part of our supplier agreement with accounts sent directly to the Pharmacy as part of this service.

**Pharmacy
Accounts**

Correspondence by email

Should you wish to receive your correspondence by email, our address is; admin@myrtlefordlodge.com.au

Correspondence