

*Just as a new bloom spreads  
fragrance and freshness around....*

*May the new year add a new beauty  
and freshness into your life.*

*Happy New Year*



## *The year that was 2013*

**January** at Myrtleford Lodge was a very busy start to the New Year with the Lodge hosting the Aged Care and Accreditation Agency reaccreditation visit on the 15th and 16th. This was an opportunity for us to showcase the work of the staff and the continuous improvement of the facility in caring for our residents. We were pleased to have gained accreditation for a further three years having reached all of the expected outcomes.

**February**, Myrtleford Lodge celebrated our 10th Anniversary (reached in December 2012), with a gala dinner for all staff, recognizing staff members who had commenced and completed 10 and 5 years of service.

**March** saw us celebrate easter. A Country Music Day organized and was a highlight on the monthly calendar along with bus outings for drives and picnics prior to the weather cooling.

**April** saw some changes to our facility with Marita Seamer appointed to the role of Director of Nursing at Myrtleford Lodge in addition to her role as Director of Nursing at Woods Point Yarrawonga, a role that she has held for many years. Following a review of the rosters and Resident care needs, 24 hour Registered nursing hours commenced to manage clinical care and ensure comprehensive management of complex care needs.

**May** as we all know is a month where we celebrate Mothers Day, this year we celebrated with "High Tea" which was very well received. On the 28th of May we again hosted Australia's Biggest Morning Tea raising valuable funds for Cancer Research.

**June**, Amanda Graham was appointed to the role of Deputy Director of Nursing to complement and assist Marita with the management and leadership at Myrtleford Lodge. Residents also visited our sister facility, Woods Point for a lovely day out.

## *The year that was 2013*

July was a month that we featured our wonderful band of volunteers to thank them for the hours they spend at the lodge each and every week enjoying the company of our residents and assisting us in providing some wonderful activities and support.

Residents enjoyed outings that included visits to the chocolate and cheese factories. The very successful Residents Planning Committee was commenced with Residents providing some fantastic ideas that were included on the Activities Calendar.

August saw us celebrate "Rainbow Day" where both Residents and staff were encouraged to wear colorful clothing to brighten our days, a great day of entertainment was enjoyed by us all.

September heralded the arrival of spring and with some warmth in the air we enjoyed bus outings, picnics, garden tours and the commencement of our now ongoing Gardening Group.

October saw the front entrance garden replanted, the cooking group commenced, happy hour was reintroduced for all residents and Snow White and the Seven Dwarfs provided a great afternoon of entertainment.

November saw us enjoy the ever popular Oaks Day Luncheon as part of the Spring Racing Carnival, the hats on display this year were outstanding. Students from both colleges continued to visit and assist with various activities as part of their Community involvement studies, they are always a welcome group.

December of course saw us put up the decorations, tune up our vocal cords and prepare ourselves for the season of Christmas. We certainly hope that you enjoyed the year with us at Myrtleford Lodge, whilst we all look forward to Christmas and the New Year, it's also a time where we reflect and remember with love friends we have lost throughout the year.

## *Christmas at Myrtleford Lodge*

Residents, Staff, Family, Friends and Volunteers all joined together to enjoy a wonderful evening of celebration for the



Christmas Season and the past year enjoyed together at Myrtleford Lodge on Tuesday 10th

December.

Pictured is staff member Pearl Costantino with Irene Souris



Elsie Gaylard is pictured with her grandson, Bradley who is home in Myrtleford for Christmas with his fiancé and children.



Below is Grace McKie with her daughter Diane and Jack Larkin and Elvie



The evening commenced with musical entertainment provided by Peter Robbers, followed by a light meal and refreshments beautifully presented by the catering staff, followed by the arrival of Santa Claus himself. Following the presentation of thank you gifts from Santa to our wonderful volunteers Christmas Carols were sung together with the evening concluded with a rendition of I am you are we are Australian which the residents had spent weeks together practicing.



Pictured clockwise is John Newth with one of our Volunteers, Isabelle.



Jean Murphy with her daughter, Heather and Granddaughter.

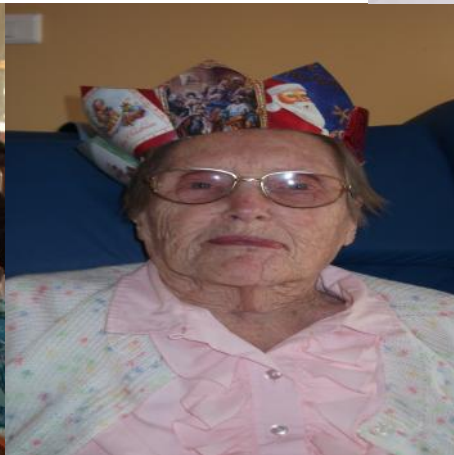


Ivan Jelinic pictured next to the Christmas tree



Santa was a very popular guest of the evening, he is pictured with Elvie England who was letting Santa know of her Christmas wish list.

Pictured enjoying the evening are Roso Riella and Rita Giollo, below right to left is Chiara Comito, Grace Maguire and June Lockwood.



Enjoying the evening with friends, Mavis & Ray McConville and Erna Weller and Lorna Wills





Pictured are the Residents arriving at the beautifully decorated dining room.



Enjoying the festivities of the evening are Sheelah Jarvis giving us a wave, we

welcomed Sheelah to our family at Myrtleford Lodge as a Resident in December. Eril Burgess is one of the many



Diversional Therapists who have spent many hours decorating the Lodge for Christmas.

Steve, Julie and Jack enjoyed the entertainment together as did Nancy Bevan pictured above.



**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.

Continuous Improvement:

- 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 prioritisation 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.

Some of the continuous improvement activities we have conducted over the past 6 months are:

- 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
- Increase in staffing on all shifts
- Purchase of new equipment
- Improvements to the variety of activities conducted
- External food safety audit -.100% compliance
- All maintenance issues raised repaired within policy timeframes.
- Completion of 84 audits
- Reviewed and updated over 140 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

**Australian Government. Department of Social Services**  
**Important Reminder about caring for Older People in Warmer Weather**

Recently the department have written to remind Residential Aged Care Homes of the impact that the warmer weather may have on the older people in our care. It is likely that the average maximum temperatures this summer will be hotter than the long term average maximum temperatures, over large parts of Australia, and as we know, hotter summer weather means we need to be alert to the possibilities of heatwaves.

Older people are among those most at risk of heat-related illness. Due to normal age-related changes to the body, older people may not recognize that they are over heated and therefore may not complain about being hot or request additional fluids. In addition, older people are more likely to have a chronic medical condition and to be taking medication that may interfere with the body's ability to regulate fluid..

Residential care providers need to be particularly aware of the severe hazards associated with unsupervised departure of residents during extreme heat events. Residents may not understand the danger of being outside in the heat for too long.

To assist the comfort of residents;

- Assist to keep rooms cool by keeping curtains and blinds closed to reduce excess heat
- Monitor entry / exit points to avoid unsupervised departure of residents during extreme heat events.
- Be aware that residents are particularly at risk when there are high night time temperatures.
- Assist residents to keep skin covered when exposed to direct sunlight and to wear loose fitting clothing.
- Avoid taking residents outside between 11am and 3pm.
- Avoid serving caffeinated or alcoholic beverages.
- Ensure small amounts of fluid are readily available, rather than large amounts of fluids less frequently.

## 100th Birthday Celebrations



Pictured are some of the great grandchildren and grandson of Jean Lacy who celebrated her 100th Birthday at Myrtleford Lodge. Cards and letters arrived for her special day including one from her majesty Queen Elizabeth.

Jean celebrated her milestone with a tap dancing display and a beautiful afternoon tea with Residents, staff & Family on the day and attended a very special afternoon with family on the following day. Congratulations and best wishes Jean



### January Birthdays

Lorna Wills ~ 4th January

Nora Lyons ~ 6th January

Edna Shephard ~ 14th January

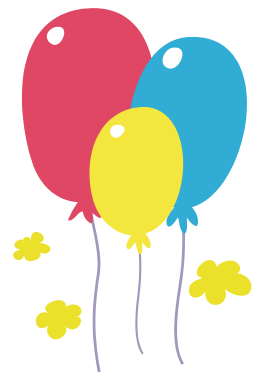
Alfa Dwyer ~ 24th January

Lorraine Trezise ~ 27th January

Edna Semmens ~ 30th January

Happy Birthday, best wishes for a wonderful day with family and friends from all of us at Myrtleford Lodge.

*Hip Hip Hooray!*



### Menu Planning

Expressions of interest are being sought for one of our Residents who would enjoy assisting us with planning the Residents menu at Myrtleford Lodge. This would entail attending a meeting together for approximately 1 hour, four times throughout the year. Please let Amanda or Marita know if you would enjoy the challenge or to gain more of an insight.



### This is your life; Mavis McConville

This month, Mavis McConville wore the crown as the spotlight of "This is your life" was upon her, this is her story so far.

Mavis was born in August 1926 and spent her younger years on the family grazing farm in Nerrandera, one of eight children, three brothers and four sisters. Mavis met and married Ray McConville and together they travelled Australia with the Rodeo Circus, Mavis selling tickets to the show and Ray performing as a clown. Mavis and Ray wanting to settle to raise a family, set up a toy shop in Myrtleford where they then decided to branch out and bring ski's into the shop. This idea proved to be successful so they then sold the toy shop and built the ski shop on the Great Alpine Road working for many years together, Ray in the shop and Mavis running the household of five children. Ray and Mavis after many years in retail, brought a farm in Gapsted leaving their son Douglas to run the ski shop. Mavis and Ray have been lucky enough to have travelled overseas extensively during their marriage, with Mavis saying her favorite trip was on a ship travelling from America to Iceland, the scenery breathtaking.

## Thankyou

Myrtleford Lodge was recently donated a DVD Player, 3 DVD's and some chocolates by the Department of Human Resources social group.

Each year the group choose a recipient to make a donation to and this year Myrtleford Lodge were chosen. Following the presentation of the gifts, afternoon tea was enjoyed together with Jenny and Elaine who attended as representatives of the department.

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## Myrtleford Lodge Christmas Raffle Winners

Thank you to the Staff and Suppliers who donated so generously to our Christmas Raffle this year. A total of \$132.25 was raised.

The Residents will discuss at the next residents meeting what to spend the proceeds towards with a camera to take on outings one of the ideas to date.

Prize winners were drawn on Monday 23rd December

Amanda Graham ~ Christmas Hamper

Barbara Findlay ~ Christmas Ham

Elaine Cundy ~ Coles Voucher

Ruth Cross ~ Arnolds Fruit & Vegetable Voucher

Ellane Sorrell ~ Steve & Alison Dales Butcher, Meat Voucher

Glynis Macdonald ~ Terry White Chemist, Pamper Pack.

Congratulations to all of our winners





## A NOTE FROM THE ADMINISTRATION DESK

**Residents Newsletter.** Do we have your email address?

As the Resident Newsletter is a great way to stay informed of the happenings at Myrtleford Lodge we encourage our families to let Administration know of an email address so that you may be sent the newsletter on a monthly basis, alternatively did you know that you can view the Newsletters, new and old as well as the activities calendar on our Website:

[www.bentleywoodptyltd.com.au](http://www.bentleywoodptyltd.com.au)

**Residents Property.** Residents on Admission to Myrtleford Lodge complete a number of forms for Administration. During a current Audit of files, this property list is very much incomplete for a number of our residents. . Given this is the season of giving and receiving, please let Administration know if any of the residents property lists need updating, or if new items are electrical, that we have them tested and tagged by our Maintenance Team.

**Vases.** Do any of our families have any vases that they may not need, we would love some. With gardens in full bloom at the present time and with many of our Residents receiving the gift of flowers we do at times run out, somehow we just never seem to have enough. A gift idea for mum or grandma could be a special vase to keep in their own room perhaps.

**Food Safety Regulations.** Residents, families and friends are reminded that all food supplies that are brought in to the facility are required to be labeled and dated. Food safety labels are available at the front desk or from the catering staff. With the onset of the warmer weather we are all reminded of ensuring that we keep food stored in the correct manner.

Till the next edition.