

*Welcome to the October 2014 edition of
“ On the Grapevine ”
The Myrtleford Lodge Aged Care
Residents, Resident Representatives Newsletter.*



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

1.4 Comments and Complaints

The expected outcome of 1.4 Comments and Complaints requires: Each resident (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.

Management and staff work together to strive for best practice in the provision of care and services to Residents. Input from residents and their representatives is encouraged and valued to ensure their needs and preferences are met.

- All key stakeholders have access to Improvement Forms which



are used to identify opportunities to improve and comments and complaints.

- All residents, compliments, suggestions or complaints are recorded on an Improvement Form.
- Staff assists the resident to complete or complete the form for the resident if required.
- Residents have the right not to be identified on the form.
- Completed forms can be posted, placed in the 'Suggestion Box' in reception area, or given to a staff member. Improvement Forms are then forwarded to the Quality Coordinator.
- Improvement forms and Incident Forms are collected by the Quality Coordinator, logged and used as part of the Continuous Improvement Program as applicable.
- The program also automatically generates a Resident Incident Register from which individual resident reports can be printed.

- Immediate action is taken as required by the responsible person in charge of the area in which the form relates.
- In addition to Improvement Forms, Residents may discuss issues of concern with staff or at resident meetings. Also, the Resident Satisfaction Survey is done annually.
- All issues raised by residents are treated confidentially, promptly and fairly.
- Progress and outcomes of concerns raised by residents are reported in the log book on the communication table and if concerns raised at Residents Meetings, followed up through the minutes of the meetings.
- The resident handbook, as well as the Resident agreement both have specific details about the complaints process and external bodies for complaints handling.



As per the complaints resolution in all resident agreements:

‘If the Resident has any complaints concerning the services or accommodation being provided by the Provider, the Resident may raise the complaint with the Director of Nursing. If the complaint is not satisfactorily resolved with the Director of Nursing within 30 days from the date of submission of the complaint, the Resident may then take it further’.

If residents would prefer to speak to someone independent of the organisation's management, the following services are available:

Aged Care Complaints Scheme

Tollfree: 1800 550 55

GPO Box 9848

Melbourne 3000

Or Elder Rights Advocacy

Tollfree: 1800 700 600

There is a brochure board with complaints information at front reception.

A suggestion box is placed in main lounge in high and low care with improvement forms located nearby for easy access.

All written or verbal complaints are forwarded to Director of Nursing, documented with actioned within 7 days. A verbal or written response is provided to the complainant with action taken.

We are committed to ensure residents and their representatives are able to at any stage raise concerns and suggestions, and I encourage all residents and representatives to contact myself as Director of Nursing to discuss any concerns as most often we are able to resolve issues as soon as they are brought to our attention.

We thank every resident and representative with their patience and assistance with the extension works and look forward to the next few weeks it settling down to the pace we all enjoy.

Marita Seamer

Director of Nursing

Spring Cleaning time

This month we are asking families to please assist our Residents with eliminating clutter from their rooms.

Myrtleford Lodge staff have an obligation to ensure Residents are provided with a safe living environment, in accordance with the Occupational Health and Safety Legislation. We also have an obligation that staff work environment is a safe work place.

Whilst we encourage residents to make their rooms as homely as possible with cherished items from home, (photos etc) rooms also need to be accessible by staff for a number of purposes:

Staff in the event of an emergency situation need to have unrestricted access to rooms and be able to easily access all areas with a lifter and stretcher if needed.

Environmental staff need to be able to vacuum and clean all areas of the room, including under beds and bedside tables etc. We have identified with the recent relocation of some residents that rooms and wardrobes are cluttered and need a good spring clean. Clothing can be reduced given the laundry service offered and furniture can also be culled.

Your assistance is appreciated and welcomed. If you would like to discuss please see Amanda or Marita.

Marita Seamer

Director of Nursing



Records fall at Word Challenge.

Word Challenge on Thursday September 11th saw the record broken for the number of words found from the nominated word.

223 words were found in total and Residents were thrilled as was our volunteer Beth Morgan.

Fantastic effort, well done to all involved.

Morning tea was held for Beth on



18th September to farewell Beth for a short time as she leaves us to travel overseas returning in a couple of months time.

Beth no doubt will return to us with many photos and tales to share.

Show Week



Myrtleford Lodge will celebrate Show week as part of the celebrations for seniors from October 20th to 24th. Many activities are scheduled on the calendar with the highlight of the week to be the Spring Dance to be held on Wednesday 22nd of October with the very popular Daryl Mummery providing the musical entertainment from 6.00pm onwards.

Woods Point Aged Care will be visiting us on Tuesday 21st October to enjoy a day of friendship.

Residents will be going to view the Arts and Crafts exhibition at the Showgrounds on Friday 24th prior to the Annual Myrtleford Show on 25th.



October Birthdays

Jean Murphy ~ 4th

Steven Vayda ~ 12th

Flavio Faggion ~ 8th

John Newth ~ 18th

Nola McGeehan ~ 26th

Congratulations and best wishes from the Residents and Staff at Myrtleford Lodge Aged Care, we hope that you enjoy your special day.

Birthday breakfast is to be held on Wednesday 15th October.



Resident Mavis McConville doing some craft activities with students who visited us from St Mary's Primary.

The students us on a weekly basis (although not during the school holidays) and they enjoy assisting our residents with their craft or joining in with the word challenge!

Thank you to Residents, families, visitors, staff and volunteers for your patience with us during these recent weeks of room moves and adjustments.



Spring has Sprung!

With the Spring season now well and truly upon us it's time for a friendly reminder that whilst outdoors it's always wise to wear a hat. We need the Vitamin D that the sun provides us, however we certainly don't need to get a burnt nose.



Keep the fluids up also, because in this changing weather it's very easy for us to forget to have enough liquid. Water, cordial, tea, icy-poles or ice-cream are great ways to keep ourselves hydrated.

You know you've left it a bit too late if you start to feel thirsty! So have a drink prior to heading out for the morning walk, and then have another upon your return.

Remember, if you're out walking it's safest for you to wear suitable, comfortable, well fitted shoes, use your walker or walking stick and don't walk too far at one time.



Some snippets from the previous Residents Meeting.

A Wing Kitchenette;

Whilst we encourage and welcome Residents families and friends to make use of the Kitchenette facilities in A Wing, we also ask that the Kitchenette be left in a clean condition.

Our Food Services staff along with the environmental staff service the kitchen daily however they are unable to clean up the area after each use.



Dining Room;

Residents asked that we remind all Residents that it is good manners to attend the dining room for meal service covered up, with hats removed.



Podiatry:

Aged Care Podiatry have commenced at Myrtleford Lodge as our service supplier.

Daniel and Robert Foord are the practicing Podiatrists, they will provide a three weekly service to the facility.


Staff Uniforms;

Many of our Residents and families will have noticed that our Staff uniforms are changing. The change is being made for the purpose of easier identification of staffing positions within the facility.

- Charcoal Grey; Registered Nursing staff
- Ocean Blue; Enrolled Nurses & Personal Care Attendants
- Red; Diversional Therapy Staff
- Royal Blue / White Stripe; Administration Staff
- Teal; Environmental & Food Services Staff.

**WiFi:**

Myrtleford Lodge Aged Care does not have general access to WiFi.

 The WiFi is used solely by our computer technician so that he may keep our computer systems running smoothly.

Staff at Myrtleford Lodge do not know the password.

The cost of providing free WiFi to the numerous residents, their families and staff would be astronomical.

Residents who require internet access on such items as tablets, laptops etc must arrange for their own internet access.

On the Grapevine

Building Extension Update.

What a very busy month with all of the planning by our directors coming together resulting in our beautiful extension ready for us to utilize.

The certificate of occupancy was received and the big move commenced on September 24th.

Residents are delighted with the building extension so far and look

forward to the completion of the gazebo and the bocce green as this will be a beautiful spot to spend a lovely sunny day.

Building works are continuing with the Residents very ea-



gerly awaiting the completion of the Gazebo which is now taking shape and should become a beautiful tranquil place to sit and enjoy the outdoors.

