

ON THE GRAPEVINE

Welcome to the August
Edition of

"On the Grapevine"

The Myrtleford Lodge Aged Care
Residents / Resident Representatives
Monthly Newsletter.

~ ~ ~ ~ ~

Residents & Resident Representatives
during June were asked to complete
the Resident Survey.

The Survey summary report is
included with this Newsletter.

Thankyou to everyone who
contributed to the survey.

Bentley Wood Aged Care Myrtleford Lodge Resident Survey Summary Report

A resident survey was conducted in June 2015. The purpose of the survey was to assess how well the organisation is meeting resident needs and expectations and to identify areas for improvement which will assist decision making. It is important to note that the survey looked at systems to see where improvements can be made, not individual residents

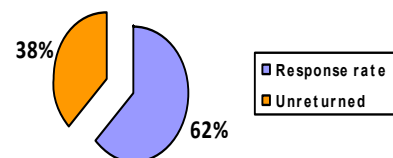
There was a response rate of **62%** which means there is confidence that the responses are reflective of the majority of residents and therefore reflect valid and reliable responses from which decisions can be made.

A summary of the survey findings are provided below and includes a summary of the key areas of satisfaction (Agree or Strongly Agree responses) and key areas for improvement where there were 5 or more Disagree or Strongly Disagree responses.

Response Rate: 62%

No administered = 29

No. returned = 18

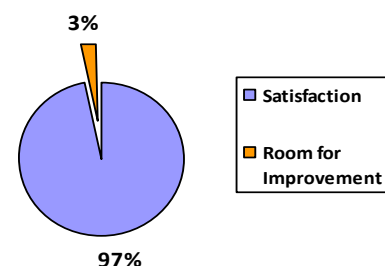


Response rate = 62%

Overall Satisfaction:

Satisfaction = 97%

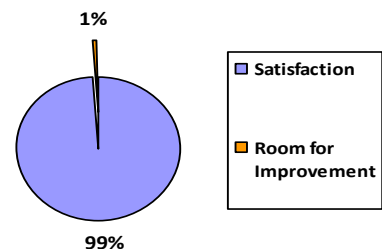
Room for Improvement = 3%



Section 1 – Communication

Satisfaction = 99%

Room for Improvement = 1%



Key areas of satisfaction:

Significant numbers of strongly agree and agree to:

99% satisfaction.

High level of satisfaction with comments such as all staff is very helpful.

The staff are fantastic, I take my hat off to them, and they are very dedicated to their work.

Key area for improvement:

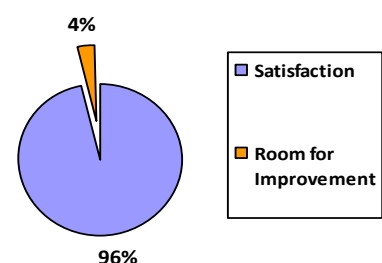
1 resident stated they are not informed of improvements via resident meeting, minutes and newsletters. There is a resident log book that contains all the improvements made for residents to access located in the brochure board at reception.

Minutes, newsletters and meetings will also continue to raise improvements made.

Section 2 – Choice and Decision Making

Satisfaction = 96%

Room for Improvement = 4%



Key areas of satisfaction:

High level of satisfaction with comments such as:

Staff support me to be as independent as possible and I am comfortable to raise issues and concerns,

Key area for improvement:

- 1 of 29 respondents indicated that they are not given a choice about the time care is provided.
- 1 of 29 respondents disagreed that they have input in the care plan reviews. And encouraged to make own decisions.
- 1 respondent stated they are not comfortable with raising issues.

All residents have the choice about care and this information is collected on admission and reviewed monthly at the ROD review. If you would like to discuss the time of care or have further input into your care plan please see the RN in charge, the DON or DDON to discuss. Myrtleford Lodge encourages all residents to raise concerns with any member of staff and have input into the care provided.

If you are not comfortable with speaking to a staff member about an issue please place on an improvement form and it can be addressed.

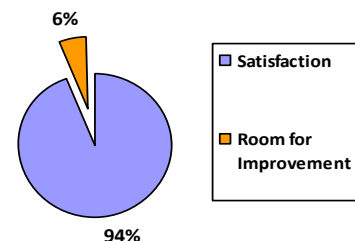
Section 3 – Comments Suggestions and Complaints

Satisfaction = 94%

Room for Improvement =6%

Key areas of satisfaction:

Majority of resident stated that comments and complaints can be made freely and are actioned appropriately. All residents stated they would recommend others to live her and all residents stated they have access to staff when needed

**Key areas for improvement:**

2 residents stated comments, suggestions and complaints are not actioned promptly and appropriately.

All residents are free to make suggestions and complaints through resident meetings, improvement forms, informal and formal meetings with management.

Myrtleford Lodge staff and management will always attempt to meet individual needs as much as practicable – so residents are encouraged to please ask, inform and discuss.

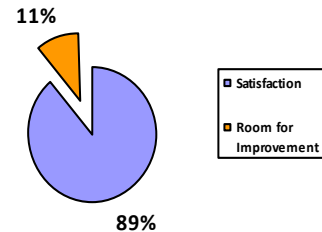
Section 4 – Enjoyment of life

Satisfaction = 89%

Room for Improvement = 11%

Key areas of satisfaction:

Activities are provided which interest me and 28 out of the 29 residents stated they are happy at Myrtleford Lodge.



Key areas for improvement:

4 of the residents stated they did not enjoy the activities.

Each resident and/or representative is provided a Lifestyle and Social History to complete prior to admission to Myrtleford Lodge. This information provides the facility staff with a great deal of information related to prior interests and activities, family, working life, cultural pursuits – We are seeking as much information as possible to allow us to develop an activities and lifestyle program that the majority of residents are able to participate in, as well as personalising a plan for each resident as much as possible. The Diversional Therapy department staff then use the Lifestyle and Social History information to create a Social Needs Care Plan. This Care Plan is reviewed by activities staff monthly, using their personal contact with a resident and/or representative, any progress notes in a resident file, participation records related to each activity, input from other staff. Social Needs Care Plans can be updated if new information is provided, or if other strategies / activities are thought to be of greater benefit and enjoyment for a resident.

An Activities staff member is rostered for High Care Monday to Friday and one for Low Care Monday to Friday.

The Activities Monthly Planner is attached to the Resident newsletter, which is distributed to residents, emailed to primary

contact representatives who have provided email address, and is placed on noticeboard areas around the facility.

Primary contact family members/friends may speak with Diversional Therapy staff about their relative/friend's individual needs related to activities. Myrtleford Lodge staff and management will always attempt to meet individual needs as much as practicable – so residents are encouraged to please ask, inform and discuss.

At each Resident meeting residents are asked if there are any suggestions for other activities that they would like to have included in the program as well as planning meetings where residents can raise individual requests. These suggestions are implemented as able.

Section 5 – Care Provided

Satisfaction = 100%

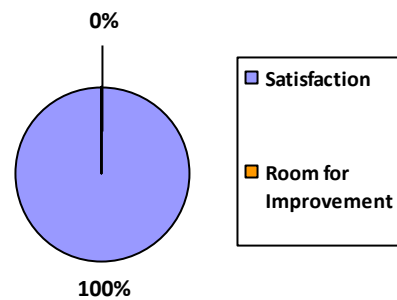
Room for Improvement = 0%

Key areas of satisfaction:

All

Key areas for improvement:

Nil identified

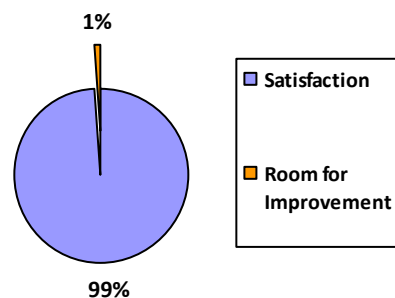


Section 6 – Living Environment

Satisfaction = 99%

Room for Improvement = 1%

Key areas of satisfaction: All



Section 7 – Cleaning & Laundry

Satisfaction = 100%

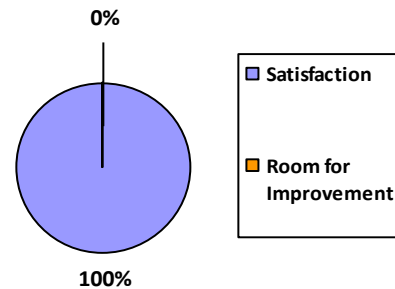
Room for Improvement = 0%

Key areas of satisfaction:

All

Key areas for improvement:

Nil identified



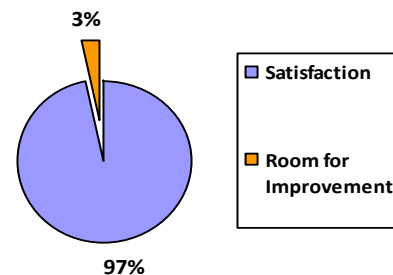
Section 8 – Food Services

Satisfaction = 97%

Room for Improvement = 3%

Key areas of satisfaction:

All



Key areas for improvement:

2 residents stated the meal sizes do not meet needs and are not well presented and cultural and religious food and drink needs are respected.

On admission, a Dietary Needs Form is completed which includes resident meal size preferences. Residents are also encouraged - during discussions with staff and via Resident meetings and minutes - to inform kitchen staff if their preferences change, or their perception of meal size is different to the facility. In most instances preferences are able to be met.

Myrtleford Lodge's Catering Manager is Nicole. The seasonal changes to the menu continue as usual, and there have been many changes recently.

The appointment of Nicole and the review of the menu were reported to the Resident meeting, and will continue to be discussed in that forum when residents and representatives choose to.

Resident meeting minutes are located in the Low Care lounge for all stakeholders to read. .

The daily menu is on display in high and low care dining areas, and a 4 weekly menu is displayed on the notice board near kitchen. Residents who are able to choose their lunch and tea are asked for their lunch and teatime choices at breakfast.

Improvement forms are also a method to make suggestions, and they are located in Low Care lounge area. There is a locked box in which to place completed forms in the same area. Outcomes and feedback of improvement forms are noted in the white logbook – also located in the same area.

Discussion regarding evening meal options recently. Residents advised that the Kitchen has further options available to Residents should they prefer an alternative meal than the menu option.

Residents advised the catering manager has attended education during the month looking at menu options for Aged Care focusing on modified diets.

Catering Manager attending a three day interactive education program, “ Creating an Appetite for Life “ held in the Barossa Valley with renowned chef Maggie Beer as part of a selected group of Aged Care Cooks.

Nicole gained a wealth of knowledge and ideas which will be implemented over the coming months on the menu and some Dining Room ideas.

All meals are provided fresh, cooked daily. Any suggestions or requests please see Nicole to discuss.

Residents overall very happy with the meals provided.

Conclusion:

A copy of Results and Summary Report will be:

Added to Resident Meeting minutes folder – in Low Care lounge

Added to Staff Meeting minutes folder

Summary Reports will be added to next Resident newsletter and next Staff newsletter, and a brief summary, with information about where to access more detail, will be forwarded to all Primary Contacts in August billing.

All Residents, their Representatives, and Staff have access to Survey Results.

Please continue to speak with staff about any reasonable areas of concern that may arise – We endeavour to please, and strive for a high level of care and service.

The results will be forwarded to staff to let them know of the wonderful comments and the appreciation for their hard work and great attitude. Thank you

Thank you to everyone who participated in the survey!!

Marita Seamer
Director of Nursing

Residents Clothing

Unfortunately we have a large number of clothing items that are not marked and therefore we are unable to return them to Residents Rooms. Clothing labels can be purchased at a minimal cost, please see

Administration or Laundry Staff if you would like to order more labels.



Birthday Wishes

Pictured is Luigina Bosustow who Celebrated her Birthday at Myrtleford Lodge during July.

Luigina had a lovely day with family and then enjoyed a beautiful Birthday cake with Residents and Staff.



Activities at Myrtleford Lodge

Heather Cowie is one of our Diversional Therapists, she is pictured spending some one on one time with Patricia Henson



In loving memory of;

Heather Finger

Passed away 4th July 2015

~ ~ ~ ~ ~

In loving memory of;

Adelina Marotta

Passed away 10th July 2015

~ ~ ~ ~ ~

In loving memory of;

Elsie Gaylard

Passed away 28th July 2015

~ ~ ~ ~ ~

Myrtleford Lodge Residents and Staff extend
sincere sympathies to the families of

Heather, Adelina and Elsie.

May they rest in Peace

Roderick the Bush Poet

On Friday 3rd of July Roderick the Bush Poet and his beautiful canine friend Rusty came to entertain us again.

Roderick is always a popular entertainer, his Australian themed poems and stories of the bush have the Residents totally captivated.

Pat Hogg pictured with Roderick and Rusty, enjoys writing poetry herself, Roderick recited Pat's poems which everyone enjoyed thoroughly. Pat has provided a poem from her collection for our Newsletter this month.



Thankyou to Pat Hogg for providing her original Poem for us
all to enjoy titled " Gemma"

Gemma

She was just a dog they say
But how were they to know
just how much comfort she brought to us
when Sarge and I were low.
A true and loyal companion
right to the very end
and through our years together
a good and loving friend.
Sarge and I will miss her
as the time goes by
but she's free from pain in dog heaven
beyond the bright blue sky.



August Birthdays

Mavis McConville ~ 9th August

Elva Bromilow ~ 12th August

Edward Byrne ~ 14th August

Mary Zamperoni ~ 17th August

Ronald Cherry ~ 20th August

Nellie McCormack ~ 20th August

Amelia Jose ~ 29th August

**Congratulations from all of the Residents and Staff of Myrtleford
Lodge, enjoy your special day with your family and friends.**



Now Showing
At the Myrtleford Lodge Theatre
Room

Tuesday 4th August 1.30pm.

Camelot

**Featuring Richard Harris, Vanessa Redgrave
and Franco Nero**

“ Winner of the best Musical Adaptation ”

Tuesday 11th August 1.30pm

Napoleon

“ He’s a Hero who will capture your heart ”

Tuesday 18th August 1.30pm

Never Been Kissed

Featuring Drew Barrymore & David Arquette

Tuesday 25th August 1.30pm

Conway Twitty

King of Country Hits

**Please speak to Activities staff should you have
a favourite movie that you would like to see
shown in the Theatre Room.**

A note from the Administration Desk

Lost Property:

Do you recognize any of these items?

Administration Staff have received a number of misplaced items of late and we would love to find the owners of the displayed items.

Please see Administration Staff should you wish to view the displayed items more closely.



Residents Property:

Resident property lists are completed on admission to Myrtleford Lodge and photos taken of items of Jewellery. We ask that to keep these lists up to date at all times, should additional items be brought in to the facility, please let staff know to add the new items to the list.

A note from the Administration Desk

Parking Bays;

We ask all of our visitors to Myrtleford Lodge to please leave the disabled parking bays free for our visitors who require the larger bay and are displaying the disabled parking sticker.

Visitor car parking bays are situated in the large car park to the left on entering the main entrance gate.

Petal Back Clothing;

Administration have received some pamphlets and price lists for a Company called Petal Back Clothing who specialise in assistive clothing for people with mobility limitations.

The range was developed in association with dementia and aged care nursing professionals, incontinence organizations and occupational therapists.

Garments slide easily over the head and fold at the back for complete dignity.

No Velcro, No studs and No buttons that may scratch or damage delicate skin.

We have received some really positive feedback from families who have purchased this range of clothing, please ask administration for a pamphlet or visit the website for more details.

www.petalbackclothing.com

Guest Books;

Each Resident has a Guest Book in their room for family and friends to write in when they visit. We ask that you take the time to add a little comment about the visit, perhaps you shared a cup of tea or went for a walk. This is a lovely way of communicating your time spent together.