

June 2017

Welcome to the June Edition of;  
“ On the Grapevine”  
The Myrtleford Lodge Aged Care  
Residents, Representatives and  
Friends Monthly Newsletter.

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June's birth flower is the **rose**, which has more meanings than one can count! A pink rose means perfect happiness, while a red **rose** means "I love you."

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June also heralds the start of winter.

There has been some recent media coverage with regards to the aged care industry and reports of significant concerns that alarm us all.

Myrtleford Lodge will continue to strive for best practice in all the care and services that we provide and value your feedback at any time

As a result of this recent media we will focus on Expected Outcome:

### **1.4 Comments and Complaints**

The expected outcome of 1.4 Comments and Complaints requires that:

**Each resident (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.**

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:



The Aged Care Complaints Commissioner

Tollfree: 1800 550 552

C/O The Department of Health and Ageing

GPO Box 9848

Melbourne 3000

Elder Rights Advocacy

Telephone: (03) 9602 3066

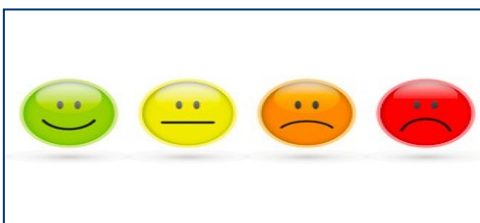
Tollfree: 1800 133 312

The resident handbook, as well as the Resident agreement both have specific details about the complaints process and external bodies for complaints handling.

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

External complaints and advocacy information/brochures are readily available and accessible to residents and relatives in the brochure board.

A suggestion box is placed in main lounge in high and low care with



improvement forms located nearby for easy access.

All improvements are collected by the Quality Coordinator and logged into CI database with actions and results identified.

All written or verbal complaints are forwarded to Director of Nursing, documented with actioned within 7 days. A 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 also encourage all residents and

representatives to complete the surveys that will be distributed in 2017, which provides you with another opportunity to provide feedback.



Marita Seamer

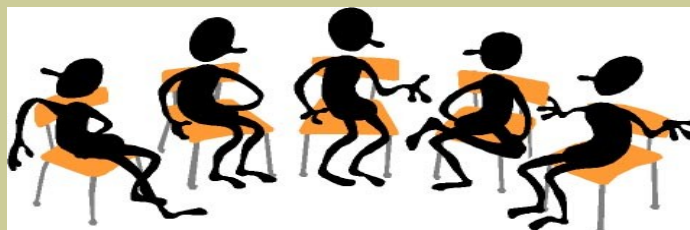
Director of Nursing

### Residents / Representatives Meeting

Residents / Representatives meetings are held on the second Tuesday of each month.

Next scheduled meeting ~ Tuesday 13th June  
At 3.00pm.

Everyone is most welcome to attend this open forum.



## Special Events on the June Calendar



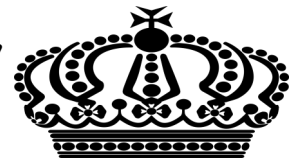
1st June ~ Winter officially commences

7th June ~ Entertainment by Peter Reynolds



9th June ~ Morning Tea outing P-12 College

12th June ~ Queens Birthday Holiday



13th June ~ Residents / Representatives Meeting

14th June ~ Special Chinese Luncheon  
@ Myrtleford Lodge



14th June ~ Myrtleford Scouts to visit 5.00pm



24th June ~ Sing-along with Lyn

Please look out for our daily activities posted on notice boards, bus drives, bingo, scrabble, cards, movies, ball games, bowls, craft, garden walks and more. If you have some ideas for inclusion on the calendar, please speak to Activities Staff, as we would love to hear your ideas.

## Celebrations at Myrtleford Lodge

Gwyneth Millar celebrated her 100th Birthday at Myrtleford Lodge on May 10th with Residents and family members.



Celebrations commenced early in the day with Gwyneth enjoying a special luncheon in Bright with her family and friends before returning to Myrtleford Lodge to enjoy afternoon tea with Residents, and to blow out candles on a beautiful cake.

Pictured is Gwyneth surrounded by her family prior to cutting her birthday cake.

Gwyneth received so many well wishes and cards, including a very special card from the queen.

Happy Birthday Gwyneth from all of us at Myrtleford Lodge, we were thrilled to have helped you to celebrate such a special occasion.



# Happy Birthday



Tony Baldori ~ 13th June  
Zena Atkinson ~ 17th June  
John Blaxall ~ 19th June  
Patricia Henson ~ 21st June  
Lorna Fallon ~ 24th June  
Patricia Hogg ~ 25th June  
Luigina Degrazia ~ 27th June



We wish you all a very Happy Birthday, may you enjoy your special day surrounded by your families and friends.

Lorna Fallon will be celebrating her 100th Birthday , we all wish that your day is full of wonderful surprises and great enjoyment.

# Hip Hip Hooray!

## Activities at Myrtleford Lodge

Residents enjoy many and varied activities at Myrtleford Lodge and we are lucky to have many visitors come to the lodge to provide entertainment and company on a daily basis.



Residents enjoy the company of students



from the local P-12 college who assist our activities program weekly.

Bingo is another activity that is always enjoyed and during May we were very fortunate to have

received a visit from the Catholic Bishop who was visiting the local St Marys parish.





## Activities at Myrtleford Lodge

As part of the La Fiera festival held in Myrtleford during the May weekend of 20th and 21st, Residents were very fortunate



to have received a visit from the Wangaratta Primary School choir who performed beautifully for a very captive audience.

La Fiera festival is a special celebration of Italian culture, "Fun the Italian Way".

Many of our Residents were fortunate to have joined family and friends over the weekend participating in many of the festivities.



**Bellissimo!**

## Australia's Biggest Afternoon Tea.

Myrtleford Lodge Aged Care hosted an "Australia's Biggest Afternoon Tea" event again this year on Thursday 25th May.

Residents, Family Friends and Staff raised a total of

**\$438.35** with all proceeds going to the Cancer Council of Australia.

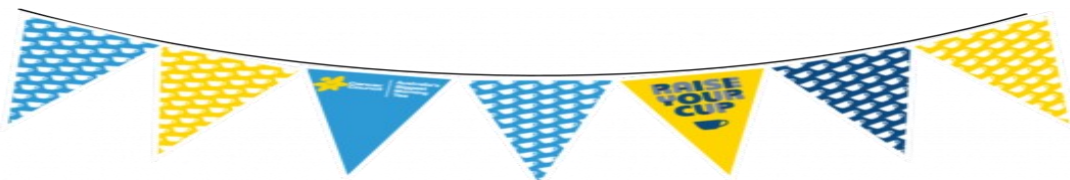


Thankyou to everyone who contributed on the day towards this wonderful total.



Pictured are one of many groups gathered together to raise a cup for Cancer Research.

John and Jeanette Blaxall were also captured enjoying the afternoon together.



## Australia's Biggest Afternoon Tea.

Our Australia's Biggest Afternoon Tea, whilst raising a wonderful total also provided a lovely afternoon for both Residents and friends to come together to enjoy an afternoon of friendship.



Pictured is Nan Moore and Jim Piazza catching up with friends, Nellie Biffin, Joan DeLarue and Margaret Morrison.



One of our visitors, Maria Scalzo is pictured with the "Lucky Teacup".

Residents and Visitors were asked to guess the lucky number from a display of teacups with one teacup housing a prize.

Maria guessed that teacup number 12 was the lucky number.



## ***A note from the Administration Desk***

Dear Resident Representatives:

### **Re: Myrtleford Lodge Resident Representatives Survey 2017**

Myrtleford Lodge Aged Care as part of our Continuous Improvement has this year introduced the services of a computerized online system for the completion of our Representatives Surveys. Representatives who have forwarded an email address to Administration previously will have received this information by email.

Click on the following link in your message bar to take you directly to the survey;

<https://www.surveymonkey.com/r/MRTREPSurvey2017>

The purpose of the survey is to assess how well the organisation is meeting the care recipient's needs, professional and reasonable expectations, allow us to identify areas for improvement, and to provide the opportunity for all resident representatives to participate in continuous improvement.

We encourage all of our Resident Representatives to participate in the survey by using the online service as this will ensure there is confidence that the responses are reflective of the majority, and therefore reflect valid and reliable responses from which decisions can be made.

Should you be unable to use the online system, please advise Administration Staff who will assist and provide a paper based questionnaire to be completed.

We look forward to your feedback and ask that the survey be completed prior to 20<sup>th</sup> June 2017.

**Thankyou to the Resident Representatives who have completed the survey online or paper based to date.**

## ***A note from the Administration Desk***

### Powers of Attorney;

Do you have a Power of Attorney for Financial and Medical matters?

A power of attorney (POA) is a legal document in which the *principal* (you) designate another person (called the *agent* or attorney-in-fact) to act on your behalf to make all decisions, in specified matters or in all matters.

You select someone you trust to handle your affairs in case of an emergency. You could establish a POA that only happens when you are no longer capable of handling your affairs yourself - or one that goes into effect immediately so your agent can act for you in your absence.

Whilst many Residents have advised they have nominated Powers of Attorney's in place, we ask that you check with Administration Staff to ensure that we have a copy on file should an emergency situation occur.

### Labelling of clothing;

It is imperative that all items of clothing are labelled, unfortunately our laundry staff are again reporting large volumes of clothing that are unlabelled making it very difficult to return clothing to Residents.

Should new items be purchased, please ask staff to place them in the laundry for labelling.

### Newsletter;

Should you wish to receive the monthly Newsletter, please advise Administration Staff of your email address or send an email to; [admin@myrtlefordlodge.com.au](mailto:admin@myrtlefordlodge.com.au)