Welcome to the August Edition of: "On the Grapevine" The Myrtleford Lodge Residents/Representatives Monthly Newsletter

> "Hope is being able to see there is light despite all of the darkness" Desmond Tutu

> > Daffodil Day; 24th August

Special events on the August Calendar

5th August ~ World friendship day

6th August ~ Aged Care Podiatry

10th August ~ Happy Hour

Social gathering, Music and laughter

14th August ~ Residents/Representatives Monthly Meeting, 3.15pm

24th August ~ Daffodil Day





24th August ~ Happy Hour

Social gathering, Music and laughter

3rd, 7th & 10th ~ Myrtleford P-12 College students visit.

Additional daily activities are included on the monthly calendar as well as the notice boards including, garden walks, bus outings, picnics, morning and afternoon teas in the pergola, carpet bowls, board games, movies, gardening, bingo and much more.

Should you have some ideas for the activities calendar,







Your role as a Resident/ Representative in Residential Aged Care:

Many people play an important role in aged care: providers, staff, residents, their friends and families, government departments and regulatory agencies.

The best results are achieved when everyone participates fully. The purpose of this brochure is to briefly explain your role and the role of the Aged Care Standards and Accreditation Agency in quality aged care.

You can help to ensure quality of care by:

- Being informed
- Making the aged care home aware of residents' likes and dislikes
- Making suggestions for improvements
- Participating in meetings and surveys.
- Making it known when you have concerns.



• Reporting your concerns either in writing or verbally.

What you should expect from residential aged care homes

Homes regularly assess their own performance against the Accreditation Standards. To do this successfully, we need to hear from you. Whether you are a resident, a friend or relative; participating helps the home to see where it might need to make changes and to know what it is doing well. You may choose to participate in formal consultation, such as surveys or provide feedback through day-to-day conversations with staff at the home.

residents have the right:

- To be treated with dignity and respect
- To be given choices in your daily living for example, the food you eat and the activities you enjoy.
 - To quality care appropriate to his or her needs;

There is also a Charter of Care Recipients Rights and Responsibilities displayed around the facility and in the resident handbook that every aged care facility must adhere to.

The facilities role in Quality Aged Care:

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 involves 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.

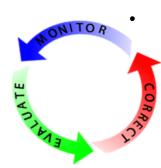
Continuous improvement involves the establishment and support of a culture that aims for better practice in care and services for residents.

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.

ON THE GRAPEVINE



- 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 organisation that 'actively pursues continuous improvement' from one that does not is the existence of a planned approach to improving.

We are continually striving to demonstrate this in every aspect of daily care and service provision to ensure quality in Aged Care is provided to every resident.

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.

The accreditation standards will be changing in 2019, subject to parliamentary processes, from 1 July 2019, this new single set of standards, called the Aged

Accreditation Standards

- Home Care Standards
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework Standards
- Transition Care Standards.

The Aged Care Quality Standards will apply to all aged care services including residential care, home care, flexible care and services under the Commonwealth Home Support Program.

The Aged Care Quality Standards focus on quality outcomes for consumers rather than provider processes. This will make it easier for consumers, their families, carers and representatives to understand what they can expect from a service. Marita Seamer, Director of Nursing

Activities at Myrtleford Lodge



Myrtleford Lodge Residents have an assortment of Winter Woollens including hats, scarves and tea pot warmers for sale. All proceeds will go directly to the Residents fundraising with Residents then deciding at Resident meetings how they would like to spend the funds.

Thank you to Fay Fear who assisted Clare Southern to set up the displays in the facility.

All Items \$5.00

Volunteers at Myrtleford Lodge

Myrtleford Loge have welcomed three new volunteers during the last month, Clara Sacco, Glenn O'Connor and Carman Rose.

Volunteers play an important role to assist us to provide an increased range of opportunities for residents' enjoyment of life.

Wherever possible the skills and interests of volunteers are matched with residents together with meaningful tasks for individual residents or groups of residents such as; Talking to residents, Walking with residents; including wheelchair walks, Reading, Discussion group, Craft, Games, Outings, Music, Dancing, Special celebrations and functions.

We warmly welcome Clara, Glenn and Carman, we hope that you enjoy your time spent at Myrtleford Lodge.

Activities at Myrtleford Lodge

Myrtleford Lodge activities program offers residents a wide variety of activities on a daily basis, Residents are encouraged to join in any or all of the activities as they wish.

The cooking group were again preparing some granny smith apples for a day of pie making and for a change of pace the morning exercises changed to afternoon chair dancing which the residents thoroughly enjoyed, the dancing was





followed by a brisk walk along the internal roadway up to the back gate and back before taking a well earned rest with a cool drink and afternoon tea.

Myrtleford Lodge have recently been donated a box of music CD's, they are located in the Activities area for the enjoyment of all.

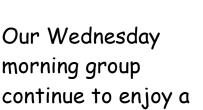
Thank you to Barbara Raynor

Attività presso Myrtleford Lodge

Myrtleford Lodge residenti goduto di un bel pranzo italiano grazie alla capacità di cottura di Virginia Broz e Teresina Nero con una certa assistenza da Clare Southern.



Nella foto sono entrambi Virginnia e Teresina cottura salsa di pasta e la sala da pranzo dei residenti felicemente godendo un po' di passato con gli amici, tutti presenti vorrei ringraziare le signore, il pranzo era delizioso.



morning of fun, laughter, Italian music and authentic Italian treats for morning tea complete with percolated coffee with Clare Southern in the absence of our volunteer Rita Sguario who is presently travelling to Italy to see family and friends, we look forward to her safe return and stories of the places that she has visited.

Wildlife Presentation

Myrtleford Lodge Residents were fortunate to enjoy an afternoon presentation and display by Toby Clifford who is the son of one of our care staff members. Toby who is a grade 6 student at Myrtleford P-12 College brought in just some of his many animals, including, birds, blue tongue lizards, turtles and

Axolotl's, also known as Mexican walking fish, I am told that he left the goldfish and cats at home and that the Mexican walking fish have had babies since his visit to the lodge.

Toby is to be congratulated for giving up some of his



time during the school holidays and for his presentation.



Birthdays, Birthdays & Birthdays

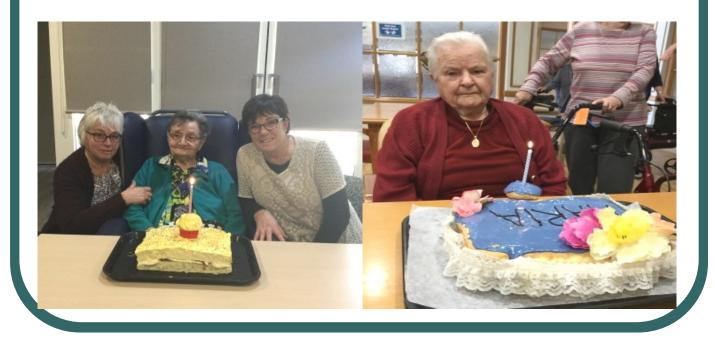
We have enjoyed so many birthdays this past month, ten in total. Pictured are just a few of the residents that enjoyed a birthday cake in their honour at the afternoon tea service.



Pictured are Lena, Antoinette, Maria, Luigina and Liselotte who all enjoyed their birthday with family and friends, we hope everyone celebrating a birthday this past month had a wonderful day.







Activities at Myrtleford Lodge



Our local entertainers again visited Myrtleford Lodge to provide some musical entertainment, Lynn Smith who sings like a bird and is always popular sang some songs to reminisce to, whilst our local Ukulele group was also kind enough to provide us with some lovely musical entertainment. All of these entertainers volunteer their time and we appreciate and enjoy their music immensely.



Page 11



Myrtleford Lodge Residents and Staff wish you all a very Happy Birthday, may you enjoy your special day with your families and friends.

Ηίρ Ηίρ Hooray

Tips for Families and Friends;

BentleyWood Pty Ltd Health & Aged Care Group have available at front reception a small brochure titled;

Tips for families and friends;

This brochure gives you some tips on what to do when you visit a resident in one of our facilities, to help you adjust to the environment and make the most out of each visit.

Remember, if you have any questions or are unsure about anything, our staff are able to assist you.

Please remember;

- To sign in and out using the Visitor Sign in book so we know who is in the building.
- The health of our residents is very important to us so we ask that you utilize the hand sanitizer gel that is provided at the visitor sign in/out book when you arrive and leave.
- If you feel unwell and not sure if you should visit, please call the facility and check with our staff or postpone your visit until you feel better.
- If you plan to bring food when you visit, please check with the staff about the residents' dietary and medical requirements.
- Treat all staff and residents in a respectful manner.

The brochure includes our Code of Conduct for Visitors.

• Most importantly, we want you to feel welcome and relaxed when you visit. If you are unsure about anything, please see one of our friendly staff members to assist you.

A note from the Administration Desk

Parking; Visitor car parking is located to the left of the front entrance gates, we ask that you please leave the disabled car parking for visitors and Residents that require these disabled car spaces.

As the safety of our Residents is paramount, the space between the two disabled car spaces has recently been repainted with the zebra crossing lines extended all of the way through from the front entrance doors to the footpath to remind all vehicles to slow down to the signed 5klm and refrain from parking in these spaces at all times as this area is the thoroughfare for Residents and families to safely cross to gain access to the gazebo.



Pictured is John Carter from our maintenance department painting the lines, we have also erected a pedestrian crossing sign as a further reminder to us all to;

please slow down to 5klm.

As always we thank you for your assistance and cooperation.

A note from the Administration Desk

Some snippets from the Residents/Representatives Meeting

Pressure Injuries; Hearing Aids can cause pressure injuries to the ears. Residents are reminded to remove them overnight to relieve pressure on the skin.

Footwear; Ill fitting footwear can also be a cause of pressure injuries to toes and feet. Safe footwear checklist;

- Soles: Shoes with thinner firmer soles may improve foot position and sensation. Soles should be slip resistant with tread (grip)
- Heels; A low square heel improves stability.
- Collar; Shoes should have a high supportive collar.
- Fit; Shoes should fit well and not be too loose or too tight on the foot.

Residents & Resident Representatives surveys;

Thank you to the many Residents and Resident Representatives for participating in our annual surveys, your feedback as always is welcomed and appreciated, we thank you for your time in completing the survey. Survey results have been collated and available at Front Reception

Residents / Representatives Newsletter and Calendars;

Myrtleford Lodge Newsletters are published and distributed monthly and are available at Front Reception as well as on our website; www.bentleywoodpl.com.au, alternatively you can leave your email address with Administration Staff or send a request to; admin@myrtlefordlodge.com.au to be included in our contacts list to receive a copy each month.

Til next month.