

*January 2018*



*Welcome to the January Edition of;  
"On the Grapevine"*

*The Myrtleford Lodge Residents  
and Representatives Monthly  
Newsletter*

## 2017 The Year that was at Myrtleford Lodge:

2017 has been a very busy Lodge Aged Care with many both Respite and Permanent



year for us all at Myrtleford residents coming and going, Care Residents.

### Here is a summary for 2017:

We have seen 67 new residents, a mixture of both respite and permanent residents admitted to Myrtleford Lodge for varying lengths of stay.

73% of our residents are female.

Currently the average age of residents is 86.5

We have 2 centenarians

26 new staff have commenced as part of our team in 2017

We currently employ 90 staff at Myrtleford Lodge.

We have received 777 documented incidents.

We have received 82 documented improvements and suggestions

We have reviewed and updated over 150 policies and procedures.

We have completed over 93 audits on a full range of areas.

We have completed 37 quality activity reports.

We have received and fixed hundreds of maintenance requisitions.



**Resident survey:** satisfaction rate of 96% - which identifies a strong indication that the organisation is meeting the vast majority of needs. Thank you for all the lovely comments about the staff. The staff do a fantastic job with every resident and work very hard to meet individual need. We applaud the staff for their efforts and nice to see residents acknowledge their efforts also.

**Resident / Representative survey:** satisfaction rate of 98% - outstanding result. Every resident at Myrtleford Lodge is treated with respect and according to the Charter of Care Recipients' Rights and Responsibilities displayed throughout the facility. The staff ensures the care provided is according to best practice and this is evidenced through our accreditation history, the overwhelming positive results of the resident and resident representative survey and the formal and informal discussions held with all key stakeholders.

**Staff survey:** 95% satisfaction. A fabulous result. Comments such as 'over the past 12 months we have received amazing feedback from prospective families and external services about Myrtleford Lodge and the care services we provide. It's nice to know that your workplace is held in such regard by surrounding communities'.

Staff commitment to Myrtleford Lodge for 5 years or longer has been 22 in total and 15 staff members have achieved 10 years of service.

We have dished up countless meals to residents, visitors and staff from our kitchen, with all meals being prepared on site under the guidance from our visiting Dietician.

We have celebrated all of the residents birthdays during the year.

I would like to thank all the staff for their tireless work, humour, commitment to the residents and professionalism in the care and services they deliver. I know all the residents appreciate your efforts.



We face many challenges every day and celebrate many occasions and although we may not get it right all the time, every effort is made to ensure the residents at Myrtleford Lodge are secure, happy and respected.

We thank all our external services such as hairdresser, volunteers, medical staff, allied health staff and contractors.

I would also like to thank the residents, representatives, volunteers, staff and visitors for the hard work and commitment to making Myrtleford Lodge what it is.

We look forward to a successful and happy 2018 and wish you all the best for the coming year. May we continue to face the successes and challenges together at Myrtleford Lodge.

Marita Seamer - Director of Nursing

### Christmas at Myrtleford Lodge

Christmas 2017 at Myrtleford Lodge has been such a wonderful time that we all enjoyed together on a daily basis.

Once the first of December came and we had decked the halls so beautifully, we have been treated to musical entertainment, carollers, scout groups, children's choirs, Christmas parties, Christmas cooking, bus outings to view the light displays, visitors, friends and families coming to visit and so much more.

Thankyou to each and everyone who contributed to our Residents Christmas this year, we always enjoy your company.

Thankyou also to everyone for their cards, ham, chocolates, shortbreads, cakes and sweets, even though we complained about the added calories, we all enjoyed them.

## Christmas at Myrtleford Lodge

Residents, staff, family and friends came together to enjoy the Residents Christmas Party 2017. Much fun and laughter was heard throughout the facility.

The tables were set and decorated, many Residents had family members and friends come along to enjoy lunch with loved ones. Following lunch Peter Robbers provided some entertainment with everyone joining together to sing Christmas Carols.

Feedback from Residents and families has been very positive, we thank each and every one who attended, we had



over forty family members on the day and this made for a very happy and memorable occasion.

Thank you.

## Christmas at Myrtleford Lodge



Speranza Morrassut and Maria Degrazia were pictured together, as were Lorna Fallon and Meredith Keirton who were lucky enough to meet Father Christmas.

Father Christmas also posed for a photo with Merle Broughton below and many others as he



visited each table of guests.



Olga Feltrin especially enjoyed the celebrations, not only did she also meet Father Christmas, it was also Olga's birthday and she enjoyed lunch with her family and friends at Myrtleford Lodge.

## Christmas at Myrtleford Lodge



Once again our local school children feature in our Newsletter, the friendships that has developed between the local school community and Myrtleford Lodge is really lovely, we enjoy their visits which are always full of smiles and happiness, we thank the school

representative Rosemary Bunge for the preparation and work that she puts in to each visit throughout the year. We look forward to the students visiting us again in 2018.



## Christmas at Myrtleford Lodge

Myrtleford Lodge were delighted to again host the Stanley Choir who spoil us with their beautiful harmonies, everyone



enjoyed listening to the most beautiful carolling from the group who put on two concerts for us, one in the low care area and one in the D Wing lounge.

Pictured preparing the table ornaments for Christmas Day lunch were, Kath Evans, Thelma Jones and Mary Zamperoni. The tables looked beautiful.





## Christmas at Myrtleford Lodge

Myrtleford Lodge residents this year mass produced fruit balls that were packaged and sent to the Community Christmas luncheon held at the Myrtleford Uniting Church for community members that were to be alone at Christmas.



Myrtleford Lodge enjoys the involvement from many community organizations and this was a way for Residents to give back to the community.



Kath Evans is pictured with the treats prior to them being delivered to the church.

## Christmas at Myrtleford Lodge

Residents were delighted to have visited a Wangaratta home during a bus outing to view all of the Christmas Light displays.

Residents were amazed at the display which takes up to one month's work by the homeowners to have ready to welcome their first visitors in early December.

Residents described the lights as, "out of this world" and "nothing i have ever seen before", "unbelievable".

Residents wished to express their appreciation to staff who assisted on the evening, and Oka, Mary's granddaughter.



## Christmas at Myrtleford Lodge



Residents continue to enjoy social get togethers at Myrtleford Lodge. Residents were captured enjoying Christmas drinks and family gatherings over the, Christmas New Year period.



Palmira Merlo was captured

enjoying the company of her son Peter and his family, we welcomed many families to Myrtleford Lodge throughout the holiday period, we enjoyed the company of all of our visitors and hope to see you all again soon.



# Happy Birthday!

4th January ~ Lorna Wills

14th January ~ Edna Shephard

21st January ~ John Davidson

23rd January ~ William Brockfield

23rd January ~ Betty Pigdon

24th January ~ Alfa Dwyer

26th January ~ Thelma Jones

30th January ~ Edna Semmens

30th January ~ Gwenda Ellis

From the Residents and Staff at Myrtleford Lodge we wish you all a very Happy Birthday.

May you enjoy your special day with your family and friends.

All Residents enjoy a Birthday Cake prepared by the Kitchen Staff for afternoon tea on their birthday.

Ila Treloar was captured alongside staff member, Chris with her cake prior to making a wish and cutting the cake for all to enjoy.



In Loving Memory;  
Joan Stevens 14th December  
&  
Edward Byrne 26th December

Myrtleford Lodge Residents and Staff extend sincere condolences to the families and friends of Joan and Edward during this sad time.



Myrtleford Lodge Christmas Raffle

Thankyou to everyone that purchased tickets in the Christmas Raffle, a total of \$ 335.00 was raised with Residents to decide on what to spend the funds on at the next meeting.

Congratulations to all of our Winners;

1st ~ Mary Pedder      2nd ~ Judith Murray  
3rd ~ Mary Brizzi      4th ~ Pat Hogg  
5th ~ Brian Smart      6th ~ Giovanna Tollardo  
7th ~ Wendy Fenn



## *A note from the Administration Desk*

Hot Weather The heat health threshold is the temperature where illness and death increases once the temperature is exceeded. Myrtleford Lodge will enforce our Heatwave Management Plan when the temperature reaches 32°C.

In summary, this will mean that:

- Front Entrance Door signage will be posted.
- Front Entrance Doors will be closed to exit lock.
- All windows and doors will need to remain shut.
- Residents will be encouraged to remain indoors as much as possible.
- All planned outings for Residents will be cancelled and will be rescheduled for milder days.
- Residents will be reminded to drink plenty of fluids with additional fluid rounds to be implemented by staff.



### Electric Shavers;

Staff have noticed that it is difficult to provide assistance with shaving to our gentlemen Residents that do not have an electric shaver as often the facial expressions required to give a close shave are for many Residents difficult.

### Thankyou:

Thank you to the many Residents and Families who sent us Christmas Wishes or indulged us with chocolates and sweets this Christmas which we all enjoyed, your lovely messages are passed on to all staff via our monthly staff meetings and through our staff newsletters. Myrtleford Lodge Residents and Staff enjoyed a lovely Christmas and New Year together with our visiting families, school and social groups, we look forward to the privilege of your company in 2018.

*Happy New Year*