

On The Grapevine



Welcome to the March Edition of;
“ On the grapevine”
The Myrtleford Lodge Aged Care
Residents & Representatives
Monthly Newsletter

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

4.8 Catering, cleaning and laundry services

The expected outcome of 4.8 requires that

Hospitality services are provided in a way that enhances residents' quality of life and the staff's working environment.

The focus of this expected outcome is 'results for residents' and staff and as follows:

- Hospitality services are provided in a manner which is friendly and generous toward residents.
- Residents/ Representative confirm the effectiveness of the home's hospitality services in meeting their needs and preferences.
- Management demonstrates its hospitality services are provided in a way that enhances Residents' quality of life and the working environment of staff.



Myrtleford Lodge Catering Manager – Nicole and the catering staff are always willing to discuss menu requests. The seasonal changes to the menu continue as usual.

The daily menu is noted on menu board in high and low care dining areas, and a 5 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 each day.

Some of the areas we consider when developing menus is the assessment and consultation regarding residents' individual dietary and health care needs including when changes in these needs occur.



The staff access specialists including dietitians and speech pathologists to ensure adequate nutrition and hydration is maintained.

The integrity, texture, consistency and amount of food, as well as hydration needs of each resident are monitored to ensure all dietary needs are met.

Care staff develop a care plan for each and every resident with identification of individual needs and preferences (for meals, drinks, oral and dental care) including the use of aids and cultural preferences. This information is provided to the kitchen to ensure residents receive meals as assessed and required.

Comments and complaints in relation to food services are encouraged and we value your input to ensure we meet your needs. Nicole and the kitchen staff are only too happy to provide you with your requests, however there is 120 Residents to please 365 days per week 3 times a day and it is not always possible however we will continue to work on suggestions and improvements.

Satisfaction with the level and manner in which meals are provided in accordance with residents' specific needs including in relation to cultural needs, nutritional requirements, presentation, temperature, variety of menu, choice of meal, sufficiency of quantities, and access to drinks as well as staff assistance is what we are always striving for.

Cleaning and Laundry Services:

Cleaning and Laundry services are also an important service we provide and understand that sometimes there are items not returned to the correct location. We are always striving to improve this service and appreciate your cooperation by having all clothing labeled clearly.

Myrtleford Lodge staff is proactive in providing a safe and comfortable, clean physical environment with improvements being made in consultation with residents, representatives and staff.

We strive for Residents to be happy with the cleaning (both internal and external) and laundry services. We want you to be satisfied with internal temperatures, odour, noise levels, and the ability to personalize your living environment.



If you have any concerns about the catering, laundry or cleaning services please ensure you speak to a staff member or complete an improvement form.

If it is not written we cannot rectify your concerns.

Thank you

Marita Seamer

Activities at Myrtleford Lodge



Residents at Myrtleford Lodge enjoyed a wide range of activities throughout the month of February.

Roma Jordan was captured enjoying Valentines Day with a special afternoon tea followed

by entertainment provided by Ray Murtagh and Peter Carne who are always very popular. We look forward to



welcoming the duo back in March as well as entertainers, Trevor Dawson and Lynn Smith.

Activities at Myrtleford Lodge

Residents have commenced cooking nibbles to enjoy at our Happy Hours which we encourage Residents to come along to,



the gatherings have become a really enjoyable get together, with music and much chatter and laughter.

Thank you to our lovely group of ladies who enjoy cooking the treats, on this occasion Teresina

Nero assisted to cook some zucchini fritters that were thoroughly enjoyed.

Every morning from 9.30am you will see a very dedicated group going through their exercise routine assisted by one of the Activities Staff.

Everyone is most welcome to join in.

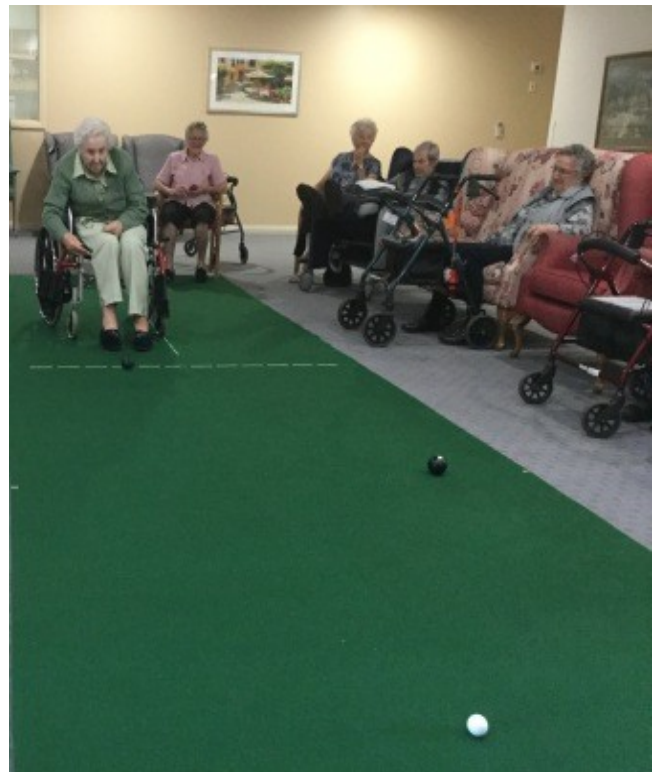


Activities at Myrtleford Lodge



Jean Ellis was captured enjoying the beautiful late summer sunshine in one of the many quiet retreats in the garden.

Bowls continues to be one of the most popular activities on the calendar, Norma Schafer and Thelma Jones were captured enjoying a game together.



The beginning of the school year has seen us welcoming new students to Myrtleford Lodge, we look forward to enjoying their company for another year.

Special events on the March Calendar

International Women's Day ~ March 8th;

Is a global day celebrating the social, economic, cultural and political achievements of women.



Labour Day Long Weekend

Myrtleford Festival ~ March 8th to 12th

Festival Princesses to visit Myrtleford
Lodge on Saturday March 10th @2pm

Festival program available from
Reception, many community activities
including, markets, photo exhibitions,
walks, music and much more including the
Gala Parade from 5pm Sunday 11th
March.

" We Plant, We Grow, We Harvest"





Special events on the March Calendar

Entertainment with Lynn Smith ~ 10th March

Lunch outing to Porepunkah ~ 14th March

Entertainment by Ray Murtagh ~ 14th March

St Patricks Day ~ 17th March

Irish Joke; Doolan brought himself a jigsaw puzzle with 20 pieces. It took him a month to fit the pieces together correctly. He thought this was terrific, but his mate O'Reilly said, " what's the big deal?"

Doolan said, "Well on the box it said 4 to 6 years"



May your blessings
outnumber
The shamrocks that
grow,
And may trouble avoid
you
Wherever you go.

Irish Blessing

International Day for the Elimination of
Racial Abuse ~ 21st March

AFL Football season commences ~ March 22nd

Entertainment by Trevor Dawson ~ 22nd March

Pamper Afternoon ~ 28th March

Cooking Hot Cross Buns ~ 28th March

Easter Celebrations ~ March 30th to April 2nd.





Staff Handover

Registered Nurses at Myrtleford Lodge at the completion/commencement of shifts have what we call Handover. Handover is where the Registered Nurse completing shift discusses all Resident Care related issues with the oncoming Registered Nurse.

We ask that during these times if Residents and visitors could please seek assistance from other staff members unless it's an emergency situation.

Handover times are; 7am, 3pm and 10pm, we thank you for your assistance.

Advance Care Planning

Myrtleford Lodge have printed copies of information brochures on Advance Care Planning available from Front Reception, currently in both English and Italian.

- (1) Advance Care Planning; Be open/Be ready/Be heard.

Making healthcare decisions for others can be difficult. An advanced care plan can give peace of mind and comfort as preferences are clear, understood and respected.

- (2) Keep Control of your future; Introducing the Start2talk website www.start2talk.org.au
- (3) Early Planning:

Information sheet discusses ways to plan ahead and organise financial and legal affairs including the importance of Powers of Attorneys, both financial and Medical as well as Wills and Guardianships, the brochure also lists people and organizations that can help.

Research has shown that families of people who have completed advance care planning have less anxiety and stress when asked to make important healthcare decisions for other people.

March Birthdays

From the Residents and Staff we hope that you all enjoy your special day with Family and Friends.

Happy Birthday!

Lyn King ~ 1st March

Johanna Van Doodewaard ~ 6th March

Molly Love ~ 25th March



Residents / Representatives Meetings

Residents / Representatives Meetings are scheduled for the second Tuesday of every month from 3.00pm.

These meetings provide a great forum to come together to discuss any ideas for inclusion on the activities calendar,

concerns, issues, suggestions or compliments that you may

have. We welcome all Residents along with any family members or friends that may like to join us.

We thank our volunteer, Rita Sguario who often attends these meetings to assist with translating for us. Rita also translates the meeting minutes at the Wednesday morning Italian group on the following day.



Communication tips for the Hard of hearing

Face to Face:

It is really important to face the person you want to hear/ talk to, and to keep your face clear of hands and obstacles. This will give as much sound from the speaker's voice as possible, as well as conversational clues from the person's expression and lip movement.

Speak Clearly:

Take the time to say things clearly, this may mean you need to speak slower, but this allows the individual listening to make sense of anything they may have missed.

Reduce Background noise:

Where possible turn down the TV, radio, or move to a quieter part of the room, as this allows you to hear more of the softer sounds in conversation.

Rephrase and Recycle:

If you are not being heard by a person hard of hearing, repeat your information in a different way, emphasising the key information. If you are hard of hearing let the person know what you did catch and ask for what is missing.

Good Light:

It is easier to see a person's face if the light is good, but be sure that it is not in the eyes of the hard of hearing individual.

Establish Empathy with Your Audience:

- Be patient if response seems slow.
- Talk to a hard of hearing person, not about him or her to another person.
- Show respect to help build confidence and have a constructive conversation.
- Maintain a sense of humour, stay positive and relaxed.

Tips for the Person with Hearing Loss to Communicate with Hearing People

Set Your Stage:

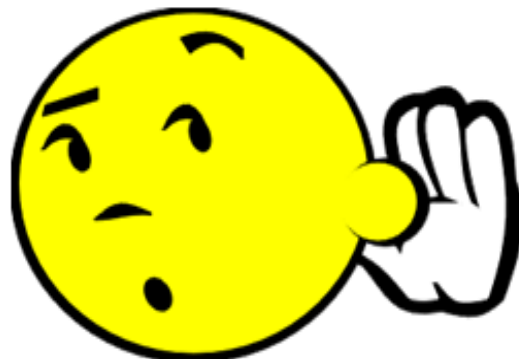
- Tell others how best to talk to you.
- Pick your best spot (light, quiet area, close to speaker).
- Anticipate difficult situations, plan how to minimize them.

Do Your Part:

- Pay attention.
- Concentrate on speaker.
- Look for visual clues.
- Ask for written cues if needed.
- Don't interrupt. Let conversation flow to fill in the blanks and gain more meaning.
- Maintain a sense of humour, stay positive and relaxed.

Establish Empathy with Audience:

- React. Let the speaker know how well he or she is conveying the information.
- Don't bluff. Admit it when you don't understand.
- If too tired to concentrate, ask for discussion later.
- Thank the speaker for trying.



Saturday March 3rd is World Hearing and Awareness Day

A note from the Administration Desk

National Australia Bank Closure;

Myrtleford Lodge Aged Care Residents that bank with the local branch would have received correspondence from the Bank informing them that the branch is to close from 17th May 2018. Residents that currently have Direct Debit arrangements set up with Myrtleford Lodge need not change any of their details with us. The bank has notified Myrtleford Lodge that all current arrangements in place will automatically be processed through the Bright office as this is the nearest branch. Please don't hesitate to contact your local branch should you require any further clarification.

Suggestions, Complaints, Improvement forms;

Residents /Resident Representatives are reminded that we welcome your thoughts and feedback. Improvement forms are available from the front entrance area, please ask Administration Staff for assistance should you require it.

Residents Wheelchairs, scooters and Walking Frames:

A little reminder that the maintenance of Residents wheelchairs, scooters and walking frames remain the responsibility of the Resident / Representative. Staff at Myrtleford Lodge are able to provide contact numbers of suppliers for repairs

Easter 2018;

We take this opportunity to wish everyone a Happy and Safe Easter, may you enjoy this occasion with your families and friends.

Take care till next month.

