

Remembrance Day

11 NOVEMBER

In Flanders Fields

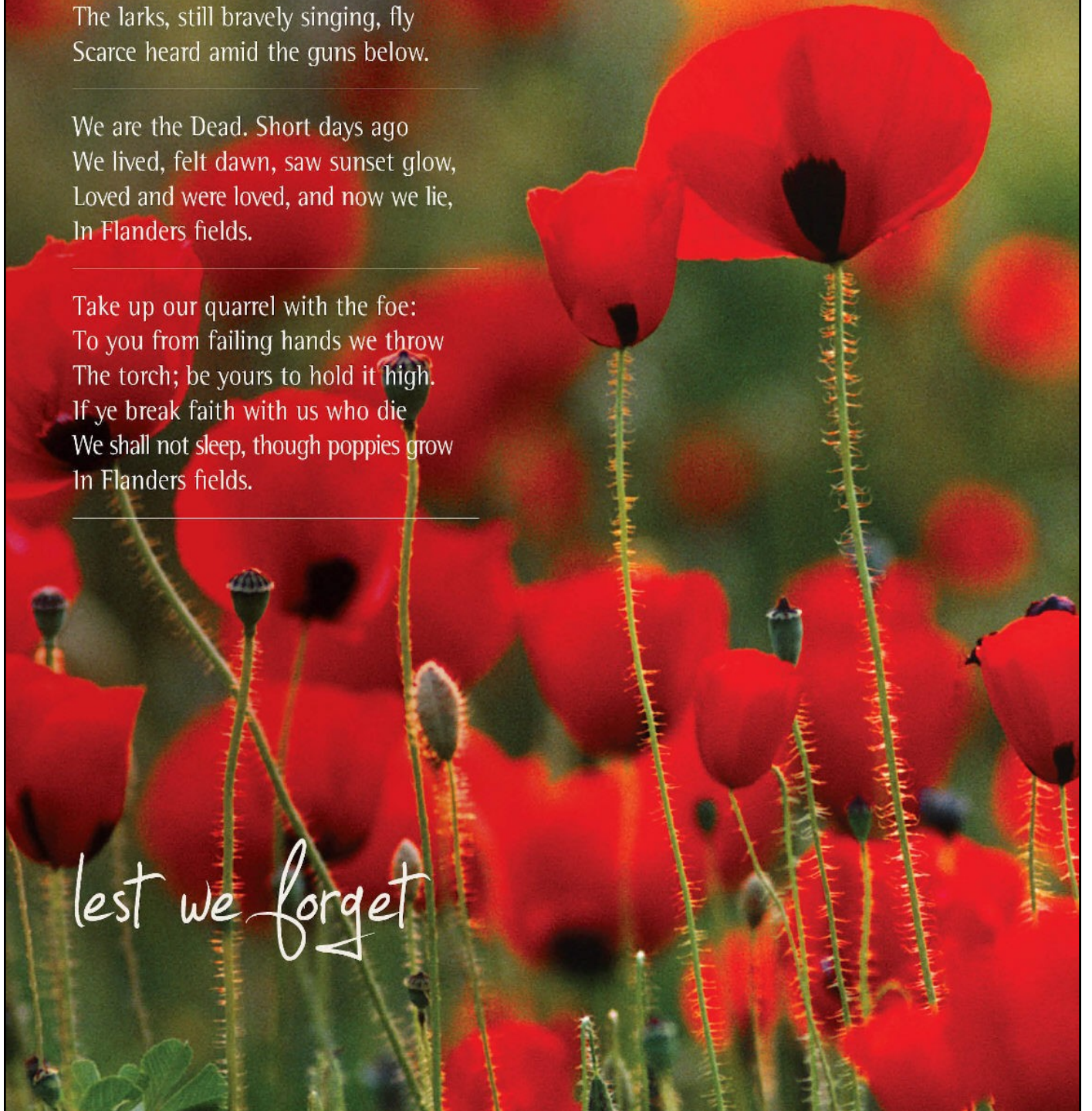
poem by Lieutenant Colonel John McCrae, 3 May 1915

In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place; and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.

We are the Dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved and were loved, and now we lie,
In Flanders fields.

Take up our quarrel with the foe:
To you from failing hands we throw
The torch; be yours to hold it high.
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders fields.

lest we forget



Welcome to the November edition of the Myrtleford Lodge Resident/
Representatives monthly Newsletter.

Your role as a Resident in Quality 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, or
- Letting the home know you are happy with the way things are
- Participating in meetings, focus groups, interviews 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, and give informal feedback

through day-to-day conversations with staff at the home.

If you have problems or complaints, you should discuss these with Management.

If the home does not help, you may wish to contact the Aged Care Complaints Commission.

All residents have the right:

- To be treated with dignity and respect
- To be informed about Agency visits and be given the opportunity to talk in private
- To be given choices in your daily living for example, the food you eat and the activities you enjoy.
- There is also a Charter of Care Recipients Rights displayed around the facility and in the resident handbook.

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 may involve 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.

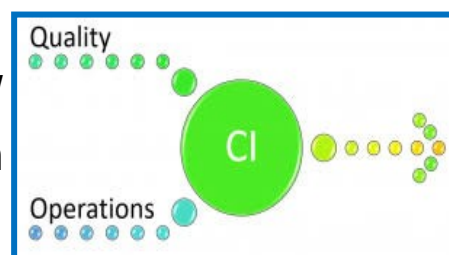
- Is results-focused which can be demonstrated through outcomes and actions.
- Ranges in scale from smaller programs to significant initiatives.

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
- 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 continuing to demonstrate this in every aspect of daily care and service provision and ensures quality in Aged Care is clearly demonstrated.

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.

Myrtleford Lodge is due again for the 3 year accreditation and has submitted the self assessment kit which is requirement of the process. The accreditation visit will be unannounced which means the Australian Aged Care Quality Agency (AACQA) will arrive one day in the next few months, unannounced and begin undertaking the 2-3 day review.

We ask all residents and representatives to give us the opportunity of improving or rectifying your concern by informing us first. Details about contacting the AACQA are detailed later in the newsletter.

Marita Seamer – Director of Nursing

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.

Information booklets regarding POA's are available at front reception.

Activities at Myrtleford Lodge



The Myrtleford Lodge dining room was transformed into a Chinese restaurant for our Chinese theme day recently. The Residents enjoyed a beautiful Chinese lunch complete with fortune cookies and Chinese renmibi (peoples money/Chinese yuan) which symbols good luck. Thank you to James, a family member of staff who heard about the theme day and provided the cookies and Chinese currency, we certainly had fun with them.



Activities at Myrtleford Lodge

Myrtleford Lodge residents were treated to some wonderful entertainment during the past month, Lynn Smith, Thelma Reid and the McNeill family all came in and provided musical entertainment for our enjoyment.



All three entertainers voluntarily gave their time to us and we thank you all most sincerely.

Thank You



for your Kindness



Activities at Myrtleford Lodge

Pictured are some of the residents who enjoyed a lunch outing to the beautiful Porepunkah riverbank where they enjoyed Fish and Chips in the park on what was a perfect spring day.



Residents and staff would like to thank Sue McLees, Ted Fenn's daughter who runs the Porepunkah Roadhouse. Sue not only cooked the fish and chips for the residents, she made a salad along with a delicious cake and delivered it all across the road to the park.

Thank you so much sue for contributing to such a great day out, spoiling us all.



Activities at Myrtleford Lodge

Daily activities at Myrtleford Lodge include walking groups and daily exercises along with bus drives, special luncheons, entertainment, gardening, carpet bowls, musical entertainment, happy hour and much more. Residents are encouraged to bring



new ideas for activities or outings to the Residents and Representatives meetings held monthly on the second Tuesday of each month.

Pictured above is one of the many walking groups enjoying the spring sunshine of late.

Also captured was the exercise group going through the daily program designed by our visiting Physiotherapy team member.



Activities at Myrtleford Lodge



Happy hour & spending time with loved ones



Italian social gathering & Playing pool with students



Recent bus drive to the Deer Farm

November Birthdays at Myrtleford Lodge

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

Maria Degrazia ~ 15th November

Judy Liccione ~ 26th November

Virginnia Broz ~ 29th November

Eva Meier enjoyed her Birthday recently with a cake to share with everyone for afternoon tea along with her own special cupcake.

Also our dear canine friend Banna also celebrated his birthday on October 3rd.



Special events on the Monthly Calendar

3rd November ~ Halloween/Happy hour

Residents and Staff invited to enjoy Halloween celebrations together from 2.30pm.

6th November ~ Melbourne Cup



8th November ~ Oaks Day Celebrations

11th November ~ Remembrance Day



13th November ~ Residents/Representatives Meeting

11.30am (please note change of time)

16th November ~ Friends of the Library

22nd November ~ Entertainment by Ray Murtagh

28th November ~ Sadie Michael Fashions

Summer collection display/sales

Additional daily activities are included on the monthly calendar as well as the notice boards located throughout the facility.

Information from the Quality Coordinator

Health Tip:

According to Wounds Australia, "In Australia, skin tears account for 54.8% of all wound types in elderly people, with up to 25% of residential aged care facility residents suffering from a pressure wound, leg ulcer or skin tear at any one time." Research has shown that twice-daily moisturising reduces the incidence of skin tears by almost 50 per cent for residents living in aged care facilities. The study recommended that the moisturiser be applied in a downward motion in both the morning and evening, preferably after showering.

Oxygen safety

Do not use oil, grease or petroleum –based products whilst using oxygen, examples are lip balm, sorbolene and petroleum jelly. These materials are highly flammable and will burn readily and violently in oxygen rich environment. Safe alternatives include cocoa butter, aloe vera and other water-based products. Please refer to the oxygen safety sign for more information.

Example of oil in contact with oxygen under pressure. This worker, employed by a construction contractor in Nigeria, had oil on his left hand while adjusting the pressure on an oxygen regulator. There was an oxygen leak at the hose clamp.



Suggestions, Complaints, Improvement forms:

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

A note from the Administration desk



Australian Government
Australian Aged Care Quality Agency

Tell us about the quality of care and services at this home.

Quality assessors from the Australian Aged Care Quality Agency will soon be visiting this home to check the quality of care and services.

We are interested in hearing from you. You can contact us on **1800 978 666**.

If you need interpreter assistance please call Translating and Interpreting Service (TIS) on **131 450** and ask for Australian Aged Care Quality Agency.

For more information, you can visit the **Quality Agency website at**
www.aacqa.gov.au

A note from the Administration desk

Thank you; Whilst putting together the monthly newsletter, noticeably there has been so many families, friends and staff members who have given there time or resources to the activities program assisting us to deliver such an array of activities for our residents to enjoy. To everyone who has assisted in some way we send you a very big thank you.

On the November program you will notice a Halloween Celebration, this celebration is being coordinated by some very special staff members and their families, we look forward to an afternoon of fun and entertainment.

A new resource is available for all residents/representatives to access called - The Process of Dying - what to expect and how to help. Copies are available at front reception brochure board or you can ask reception staff for a copy.

Save the date:

Residents/Representatives Christmas Party will be held on Tuesday 11th December; further details to be advised.



Residents / Representatives Newsletter and Calendars;

Newsletters are published monthly, we find that this is a great way to distribute information and articles of interest.

Newsletters are available at Front Reception , 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, take care.