



Welcome to the February 2019  
edition of;

“ On the grapevine”

The Myrtleford Lodge Aged Care  
Residents & Representatives  
Monthly Newsletter



*Happy Valentine's Day!*



Dear all Residents and Representatives: January 2019

As you may or may not know we had the 3 year unannounced accreditation visit from the Aged Care Standards and Accreditation Agency on 8<sup>th</sup> and 9<sup>th</sup> January 2019, and the focus was on all 44 standards.

This result comes as a huge relief and affirmation – we do strive hard to provide a Quality service to **you**, the Resident.

A copy when received will be tabled at the next resident meeting.

Some of the comments made by the accreditors were:

The overwhelmingly positive feedback from residents and staff was appreciated.

*“Documentation showed the linking of resident’s needs, preferences and feedback to continuous improvement activities”.*

*Observations indicated staff interacts with residents/representatives in a supportive and consultative manner”.*

*“Residents/representatives expressed satisfaction with the way in which staff communicate with them in relation to clinical and personal care.*

Although you may not have been directly involved, I would like to acknowledge all the staff, residents and representatives for the hard work and commitment to Bentley Wood - Myrtleford.

The accreditors commented how our systems were comprehensive, the communication both informally and formally was very robust and effective, and the documentation in care notes met the standards.

We will not get it right all the time but we are always striving to ensure residents needs and preferences are met whilst balancing the legislation required, red tape and many idiosyncrasies.

If we do not get it right please let us know by completing an improvement form, speaking to the staff or arranging to meet with staff to discuss any concerns or voice your complaint.

**Well done everyone, and thank you to all our wonderful residents for their supportive and encouraging words!**

Finally to all the staff for the care, dedication and commitment shown to residents and their representatives – it's you who really make a difference to the resident's lives here.

We are an amazing team and this recent audit is testament to that. It is nice to be acknowledged for the hard work!!!!!!

Marita Seamer

Director of Nursing



### Resident/Representatives Meeting

Tuesday 12th February  
@ 11.30am

The meeting provides a great forum for discussing ideas & suggestions.

All Residents and Representatives are welcome to attend.

### Sun smart

Residents are reminded to ensure that when going outdoors to apply sunscreen and to wear a hat.

Myrtleford Lodge will implement the Heat Policy as the temperatures reach 32 Degrees.



## Special Events Calendar

1st February ~ Happy Hour

5th February ~ Cooking/making pesto

11th February ~ Entertainment by Elysium



12th February ~ Residents Meeting

~ lunch outing to Savoy Club



13th February ~ Birthday Breakfast

14th February ~ Valentine's Day



19th February ~ Country drive

22nd February ~ Happy hour



26th February ~ Entertainment by Ray

Murtagh & Friends



Further daily activities will be displayed on the monthly calendar and notice boards, bus drives, garden walks, movies, carpet bowls, craft activities, special morning tea gatherings, church services etc.

The divertional therapy team are always happy to hear of any further ideas for activities that you may have.

### Birthday Celebrations

Myrtleford Lodge have recommenced "Birthday Breakfast", Residents celebrating their birthday during the month will be officially invited to enjoy breakfast together in the A Wing Kitchenette where they will be treated to a full hot breakfast.



Pictured enjoying their special breakfast is Brian Hays, Betty Pigdon and Marj Moore who all celebrated a birthday during January.



### February Birthdays

Isabel Robertson ~ 4th February

Elsje Mull ~ 17th February

Myrtleford Lodge Residents and Staff wish you both Happy Birthday, may you enjoy your special day with your family and friends.

*Happy  
Birthday*

## Birthday Celebrations



Edna Shephard celebrated her 100th Birthday recently with a cake to mark the very special occasion.

From everyone at Myrtleford Lodge,  
Happy 100th Birthday.  
Congratulations

Edna Semmens also enjoyed afternoon tea in her honour,



as did Brian Hays, who celebrated with his family.

## Activities at Myrtleford Lodge

Residents have continued to enjoy entertainment by some local performers. Lynn Smith, one of our volunteers regularly comes in for a singalong.

Ray Murtagh and Elysium will also provide entertainment during February.



### Skype;

Resident representatives are reminded that Residents have access to skype. Please call to set aside a time should you wish to enjoy catching up with your loved one, this will ensure that we are set up ready to take your call.

### Joke of the day;

"C'mon Ma you have got to try it" I pleaded to my elderly Mother. I don't know how my Mother lasted this long without ever using the internet, but enough was enough! I thought. "OK" she said reluctantly settling down by the computer and slowly putting on her reading glasses "what do I do now?" Now I'm going to open the home page of google", I explained. "OK here it is! Now type in ANY question you want into the bar over here and you will find an answer to your question." I confidently assured her. My Mother looked at me warily, thought for a second, and slowly began to type, How is Gertrude doing this morning?



## Activities at Myrtleford Lodge

Residents were treated to Art Classes by one of our local artists, Liz had a very captive audience who enjoyed learning the finer points of landscape painting. Further workshops with Liz will be scheduled in the coming weeks, we look forward to seeing the masterpieces that will be produced.



## Activities at Myrtleford Lodge

On what was a very humid day, Residents enjoyed delicious blueberry, banana and watermelon smoothies. Eva Meier when asked if she was enjoying her smoothie said "oh yes, it reminds me of my childhood, out collecting berries early in the Mornings with my family".



Myrtleford Lodge have now purchased a nutribullet blender for smoothies to be enjoyed on a more regular basis. Keep a look out for the cafe sign to be open.

## Activities at Myrtleford Lodge

Ted Fenn is known as our resident gardener, Tedd is pictured with his magnificent sunflowers that he grows.

One of the sunflowers also made for a very sunny welcome at the front entrance before being taken home for a pet cockatoo to enjoy the seeds.



Shirley Brady enjoyed a visit from a very friendly little Maltese terrier as part of some Pet Therapy.



## Residents/Representatives:

Complaints are encouraged and viewed as an opportunity to improve the care and service we provide to residents and to strengthen our relationship with residents and their representatives and the provision of person-centred care. All key stakeholders have access to Improvement Forms (2.0.1) which are used to identify opportunities to improve, comments and complaints. Complaints are treated in a private and confidential manner. The complaints officer (Director of Nursing) is guided by the complaint handling process.

If residents/representatives would prefer to speak to someone independent of the facility the following services are available.

### Aged Care Quality and Safety Commission

This is a free service for **anyone** to raise a concern about the quality of Australian Government funded aged care services.

Tollfree: 1800 951 822

Address: GPO Box 9819

(Your capital city and state/territory)

Online complaints form:

<https://www.agedcarequality.gov.au>

### Elder Rights Advocacy (Victoria)

This is a free and confidential service promoting the rights of people receiving aged care services

Telephone: (03) 9602 3066

Tollfree: 1800 700 600

Email: [era@era.asn.au](mailto:era@era.asn.au)

Source: Complaint Handling Procedure no. 2.7 Updated: 2/1/2019



**Gifts;** Myrtleford Lodge have policies and procedures in place to ensure that staff understand what gifts they can and cannot accept (small tokens such as, a box of chocolates are acceptable),

Accepting gifts or money from residents or their family is not appropriate and is to be declared to Management.

We encourage all families to have a conversation regarding gifting to ensure that Residents understand the implications for staff.

**Daily Newspapers;** Daily papers from the local newsagency will now be available for Residents to collect from the main care station from Care staff and not from front reception, unfortunately we have encountered some newspapers being misplaced.

**Emergency Procedures;** As part of staff training, a number of " Mock Evacuations" will be occurring over the coming weeks, this will ensure that all staff know how to respond in an actual emergency situation.

Myrtleford Lodge have also experienced a number of false alarms recently, this has been very unsettling for a number of residents as they have occurred either very late at night or early morning.

Please feel reassured that staff are well trained to respond to all emergency situations that may arise and that the facility is set up for emergency services personnel to attend within minutes.



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

### **Residents Petty Cash System:**

Myrtleford Lodge Administration offer a Petty Cash System for all Residents who choose to use the system. This can be set up for payment of incidentals such as Hairdressing, outings etc.

We ask that only a minimum amount be left with Administration Staff, please ask administration staff at any time for a balance to ensure funds are available to cover hairdressing costs either by email, phone or when you are visiting the facility.

### **Residents Shopping:**

Myrtleford Lodge Staff members are unable to provide a shopping service for Residents on a daily basis.

Our Divertional Therapy Staff run a small "shop" that is stocked with supplies. Further to the shop, each Thursday as per the calendar, the Myrtleford Lodge Bus will take Residents to and from the local retail shops. Residents who do not wish to go by bus can leave a list with Divertional Therapy Staff who will complete and sign off together with the Resident their shopping requirements.

We also ask family members to assist their families with any purchases they may require. Thankyou as always for your cooperation.

### **Newsletters:**

Monthly Newsletters are available from front reception, email or directly from the updated BentleyWood Pty Ltd website, please advise administration should you wish to receive a copy by email and we will add your contact details to our mailing list.

Till next month, take care.