



hello!

AUGUST

*Welcome to the August Edition of;  
"On the Grapevine"  
The Myrtleford Lodge Resident &  
Representative Monthly Newsletter*

The new Aged Care Quality Standards are contained in the Quality of Care Amendment Principles 2018. Assessment and monitoring against these new Standards has commenced from 1 July 2019.

Each standard says what you, the consumer, can expect. Your aged care provider has to meet an “outcome” for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well being.

We will provide details of 2 standards each month so you have a full understanding of the changes.

The graphic shows which part of your care these standards relate to, or you can see the list below:

- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisation service environment
- Feedback and complaints
- Human resources
- Organisational governance



## Standard 3: Personal care and Clinical care:

### Consumer outcome:

I get the personal care, clinical care, or both personal care and clinical care that is safe and right for me.

### Organisation statement:

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being

### Requirements:

The organisation demonstrates the following:

- (a)** Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
  - (i)** Is best practice; and
  - (ii)** tailored to their needs; and
  - (iii)** optimises their health and well-being.
- (b)** Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
- (c)** The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- (d)** Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.



- (e) Information about the consumer's condition, needs and preferences is documented and communicated within the organisation and with others where responsibility for care is shared.
- (f) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- (g) Minimisation of infection-related risks through implementing:
- (i) standard and transmission-based precautions to prevent and control infection; and
  - (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

***Purpose and scope of the Standard***

*Consumers and the community expect the safe, effective and quality delivery of personal and clinical care. The Standard applies to all services delivering personal and clinical care specified in the Quality of Care Principles, 2014.*

*Personal and clinical care and services can include:*

- *supervising or helping with bathing, showering, personal hygiene and dressing.*
- *providing personal mobility aids and communication assistance for consumers with impaired hearing, sight or speech.*
- *nursing services, such as catheter care and wound management*
- *services aimed at getting back or improving a consumer's independence or daily living activities.*
- *specialised therapy services, such as support for consumers living with cognitive impairment.*

## Standard 4 – Services and supports for daily living



### Consumer outcome:

I get the services and supports for daily living that are important for my health and well being and that enable me to do the things I want to do.

### Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

### Requirements:

The organisation demonstrates the following:

- (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- (b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.
- (c) Services and supports for daily living assist each consumer to:
  - (i) participate in their community within and outside the organisation's service environment; and
  - (ii) have social and personal relationships; and
  - (iii) do the things of interest to them;
- (d) Information about the consumer's condition, needs and preferences is communicated within the organisation and with others where responsibility for care is shared.

(e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services;

(f) Where meals are provided, they are varied and of suitable quality and quantity.

(g) Where equipment is provided, it is safe, suitable, clean and well maintained.

***Meaning of services and supports for daily living***

*Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities*

If you have any questions the new standards please clarification.

Bentley Wood will continue residents/consumers needs transitioning to the new

Marita Seamer  
Director of Nursing



with regards to speak to staff for

to strive to meet whilst standards.

**Residents & Representatives Meeting**

Residents & Representatives Meetings are scheduled for the second Tuesday of the month. This is a great forum to discuss any ideas for Improvement or suggestions, everyone is most welcome to attend.

August Meeting; Tuesday 13th August 2019

Activities at Myrtleford Lodge

Residents were delighted to be entertained by one of our very own talented Residents recently. David Draper entertained a large number of Residents, he is a very



talented musician, we enjoyed your concert immensely and look forward to you entertaining us all again soon.

Local group Elysium also performed for us, they will provide musical entertainment for us monthly over the next



few months, they continue to be very popular.



## Activities at Myrtleford Lodge



Students from Myrtleford P12 College continue to visit Myrtleford Lodge as part of their community involvement classes, students presented Residents with portraits as well as showcased their own.



Betty Forbes was fortunate to have her daughter and great granddaughter visit with the school.

There is a beautiful display in the Activities area for all to enjoy





## Activities at Myrtleford Lodge



Don Arnold also was presented with his portrait along with Susie and David Draper.



Residents were also treated to a visit from the younger students of the college who performed some songs that they had practiced ahead of their visit.



Special Events Calendar

2nd August ~ Cooking Group

9th August ~ Happy Hour

12th August ~ Craft; All things Lavender

13th August ~ Residents Meeting

~ P12 Year 10 college students; Geography class

16th August ~ Friends of the Library

19th ~ Musical Entertainment

23rd August ~ Daffodil Day

~ Hawthorn Village Bowls Day

26th August ~ Entertainment by Elysium

27th August ~ P12 Year 10 college students; Geography class

30th August ~ Cooking Group

Tuesdays ~ Craft with Judy & Pam

Wednesdays ~ Italian morning Tea  
friendship group

Daily exercises ~ 9.30am





## Activities at Myrtleford Lodge



A large diverse activities program is offered daily, Residents are most welcome to participate in any of the daily programs. Silvia Cabai and Rosina Perri have been enjoying

a game of cards most days, especially when the weather is too cold for any outdoor activities.



The knitting group continues to be popular with the ladies, they can often be found knitting by the fire with a cup of tea.

Thank you to our staff members who also often bring in their pets for some pet therapy.

Merle Broughton and Judy Johnson were delighted to meet Jean Seyffers toy poodle.





## Birthdays at Myrtleford Lodge



John Debruyne & Fiora Marbury ~ 1st August

Silvia Cabai & Peter Robertson ~ 2nd August

Federico Briotti ~ 5th August

Palmira Merlo ~ 6th August

Teresina Nero ~ 8th August

William Naughton ~ 17th August

Marie Thatcher ~ 19th August

Jean O'Neil & Federico Fabris ~ 27th August

Roy Dark ~ 31st August



From the Residents and Staff we wish you all a very Happy Birthday, may your day be as special as you are.



Pictured are three Residents who recently enjoyed a birthday at Myrtleford Lodge, Fay Fear, Anne Crippin and Lilo Seyffer.

All three ladies enjoyed an afternoon tea in their honour.



## Activities at Myrtleford Lodge

Myrtleford Lodge Residents enjoy daily exercises under the guidance of our Diversional Therapy Staff or alternatively with our visiting Physiotherapists.



A reminder to all Residents that everyone is welcome to join all activities, daily exercises commence at 9.30am.

William "Bill" Judson

13/09/1939 ~ 14/07/2019

Myrtleford Lodge Residents and Staff extend sincere condolences to Bill's wife Jenny as well as his family and friends.

Our thoughts and prayers are with you all as we remember Bill as a very gentle, kind and thoughtful man.

May he rest in eternal peace.



## ***ON THE GRAPWEVINE***

**Charter of Rights:** The Aged Care Charter of Rights was sent to all Residents or Representatives for completion with the monthly billing, if possible could these forms be completed and returned for our files.

Further copies are available from Administration or by email on request, should you wish to discuss the Charter of Rights please don't hesitate to contact Myrtleford Lodge Aged Care.

**Consumers:** With the commencement of the new Aged Care Standards the Department have changed how Residents are to be referred to from Residents to Consumers.

Myrtleford Lodge Residents have discussed through our meetings a preference to continue to be referred to as Residents and not consumers as per the department changes, Residents feel that the new term is impersonal.

**Influenza Season:** Whilst Myrtleford Lodge Aged Care welcomes many visitors on a daily basis, if you are feeling unwell with any symptoms of a cold could we ask that you please delay your visit until you are feeling better, Residents health remains our priority, we thank you for your cooperation and support.

**Newsletters:** Should you wish to receive the Monthly Newsletter by email, please don't hesitate to either leave your details with Administration staff or send an email to;

[admin@myrtlefordlodge.com.au](mailto:admin@myrtlefordlodge.com.au)

