

Welcome to the September Edition of;
“ On the Grapevine”
The Myrtleford Lodge Residents &
Representatives Monthly Newsletter



Happy fathers day to all of our beautiful fathers’
and grandfathers’, we hope that you enjoy your
special day on Sunday 1st September.

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.

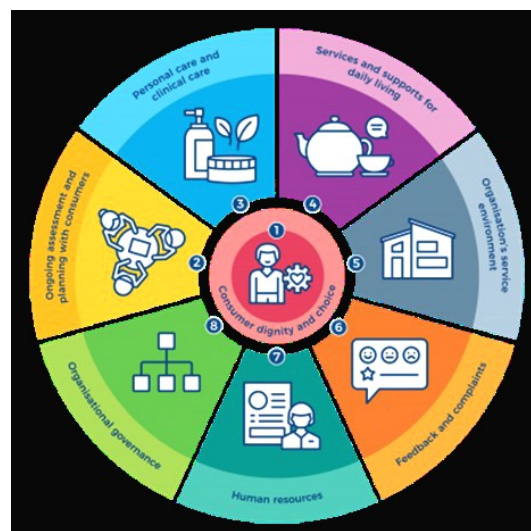
Your aged care provider has to meet an “outcome” for you and they have to demonstrate how they are meeting that outcome.

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:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance



Standard 5: Organisation's service environment

Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements:

The organisation demonstrates the following:

- (a)** The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- (b)** The service environment:
 - (i)** is safe, clean, well maintained and comfortable; and
 - (ii)** enables consumers to move freely, indoors and outdoors.
- (c)** Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

Purpose and scope of the Standard:

Standard 5 applies to the physical service environment that the organisation provides for residential care, respite care. This Standard is for organisations providing a physical service environment.

It makes sure that the service environment, furniture and equipment support a consumer's quality of life, as well as their independence, ability and enjoyment.

This means that the service environment suits the consumer's needs and is clean, comfortable, welcoming and well maintained. It includes how the safety and security, design, accessibility and layout of the service environment encourage a sense of belonging for consumers.

This Standard covers how an organisation's service environment:

- Supports the consumer's ability to take part in the community and engage with others.
- Minimises confusion so consumers can recognise where they are and see where they want to go.
- Encourages consumers to make their living areas more personal.
- Welcomes consumers and their family or visitors and provides spaces for culturally safe interactions with others.
- Is safe, well maintained and clean.
- Helps consumers to move freely in the environment.
- Subtly reduces risk where needed so safety features don't dominate the environment.



Provides security arrangements in line with best practice to protect consumers when lawful and necessary.



Standard 6: Feedback and complaints

Consumer Outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is

taken.

Organisation Statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforces and others and use the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements:

The organisation demonstrates the following:

- a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
- b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- d) Feedback and complaints are reviewed and used to improve the quality of care and services.

Purpose and scope of the Standard

Standard 6 requires an organisation to have a system to resolve



complaints. The system must be accessible, confidential, prompt and fair. It should also support all consumers to make a complaint or give feedback.

Resolving complaints within the organisation can help build the relationship between the consumer and the organisation. It can also lead to better outcomes.

The Standard covers key elements of an effective complaints management system that:

- encourages consumers to give positive and negative feedback to their organisation about the care and services they receive
- responds to feedback and complaints consumers and others make formally and informally, written or verbally to the organisation
- helps organisations keep improving, informs improvements to care and services and resolves issues for consumers and others.

Organisations are expected to demonstrate open disclosure. This is in line with up-to-date practices of open communication and transparent processes. It includes acknowledging and apologising when the organisation has made mistakes.

Consumers should feel safe and comfortable giving feedback to the organisation. Some consumers have barriers that make it difficult for them to raise complaints. These could be cognitive or communication difficulties, language or cultural differences. The nature of a complaint can also be particularly sensitive or private. Organisations are expected to look for ways to tackle these barriers and create a culture that welcomes feedback and supports consumers to make complaints.

Marita Seamer Director of Nursing.

Residents/Representatives Meeting:

Residents/Representatives Meetings are scheduled for the second Tuesday of each month, the next meeting is to be held on Tuesday 10th September @ 11.30am

Everyone is most welcome to attend as this is a great forum for providing suggestions and ideas.



NURSE PRACTITIONER—STEVE VOOGT

Steve is an experienced Nurse Practitioner who works in collaboration with the GP's at Standish Street Surgery. You will see Steve onsite one day per week, to attend consults. Steve specializes in Gerontology, and works across many residential aged care facilities.

Activities at Myrtleford Lodge



Myrtleford Lodge has recently had many Registered Nurses from the Philippines completing placement as part of their International Registration of Overseas Nurses course. The residents have thoroughly enjoyed having them in their home.



The sun was shining , with the feeling of Spring in the air, what better way to pass the time than to sit outside and enjoy the company of others for morning tea.



Activities at Myrtleford Lodge



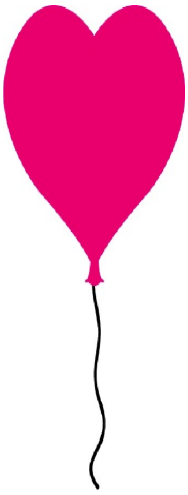
The very talented David Draper has kindly played music for our residents over the past few weeks. David is self taught and the music he plays is just beautiful. Our residents have thoroughly enjoyed hearing him play. David was also lucky enough to be accompanied by Richard Richter singing his favourite German tunes.



Happiest of birthdays to Palmira Merlo. Palmira celebrated her very special 90th Birthday recently and enjoyed party celebrations with family and friends.



September Birthdays at Myrtleford Lodge



7th September ~ Ingrid Lein

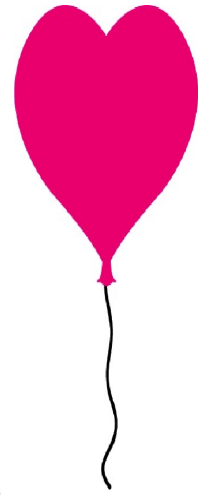
16th September ~ John Byrne

18th September ~ Vittorio 'Vic' Bonacci

24th September ~ Beryl Morgan

28th September ~ Edward Fenn

30th September ~ Eva Meier



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



Pictured are some of our August Birthday celebrations.



Happy Father's Day!

Father's Day is an opportunity to tell dad or special others how much you appreciate them. New dads, old dads, granddads, dads-in-law, stepdads, special persons, serious dads, goofball dads... There must be a million fatherly types out there, and without a doubt, there are at least that many reasons to honour them on Father's Day.



Myrtleford Lodge is a pet friendly facility, staff and residents enjoy a visit from furry friends. Pictured is Don with his beautiful dog Sambo, these two sure do have a very special connection.



The sun has started to break through the clouds, and the seedlings are starting to flower, spring is definitely in the air.

Many residents enjoy the raised garden beds around the facility. Our seedlings are in good hands with Judy Wayth keeping a regular eye on them.



Special Events on the September Calendar



Tuesdays craft group with Judi and Pam

1st September ~ Fathers Day

" A father provides the foundation of strength, wisdom & hope,
so that his children may build their dreams upon it"

10th September ~ Residents/Representatives Meeting

13th September ~ Happy Hour

20th September ~ Afternoon Tea at the Ovens Valley Hotel

23rd September ~ Elysium singing trio entertains

26th September ~ Footy Tippy BBQ; winners announced



Please wear your footy colours with pride.

27th September ~ Public Holiday; Grand final parade

28th September ~ AFL Grand Final on the big screen.

The monthly calendars are displayed throughout the facility on notice boards with daily activities including, exercises, bingo, board games, craft, walking groups, movies etc displayed on the whiteboard in the dining room.

Ideas for activities are always welcomed, please speak to a staff member or come along to the Residents/Representatives monthly meeting, we would love to hear from you.



On the Grapevine

September is National Dementia Awareness month.

Dementia Awareness Month is Dementia Australia's national awareness-raising campaign held every year throughout September.

Its aim is to encourage all Australians to become more aware of dementia, to get a better understanding of what it is like to live with dementia and how we can support people living with dementia.

This year's theme is **Dementia doesn't discriminate—do you**. There are many small actions people can take to create a big difference for people impacted by dementia, their families and carers.

Myrtleford Lodge will set up a display including information pamphlets as part of the awareness campaign at front reception.

Let's talk
about
dementia

In Loving Memory of;

Merle Broughton ~ Passed away 13th August, 2019

Myrtleford Lodge Residents, Management and Staff extend sincere condolences to the family and friends of Merle at this sad time of her passing.

May she rest in eternal peace.

Activities at Myrtleford Lodge

Some of the ladies have been very busy this month knitting squares. These colourful squares will be sewn together to make lovely knee blankets for our residents.

If you see wool with knitting needles in the sitting areas, please feel free to take some time to knit a few rows or even a square.

Pictured below are some of our very talented residents in the knitting group holding some of the finished products.



These look beautiful and colourful, and certainly bring joy and warmth to many.



Isabel Robertson enjoys interacting with our student visitors, on this occasion passing on her knitting skills.



Our craft group are always very busy with their creations.

On the Grapevine

Activities at Myrtleford Lodge



Residents have been enjoying many activities outside taking advantage of the spring weather that seems to have arrived early.



Activities staff with the assistance of care staff ensure that daily activities

are varied and flexible for Resident enjoyment.

Morning Tea in the D Wing courtyard and Coffee and cake in the sunshine at the local cafe were recently enjoyed.



A note from the Administration Desk

Clothing Labels: Just a little reminder again regarding the importance of ensuring all clothing is labelled. We ask all of our family representatives to please check wardrobes from time to time whilst visiting as we are unable to accept responsibility for lost items not labelled.

Labels for clothing can be ordered through front reception.

Pick up /Drop off Zone: Our Residents Representatives are reminded to please use the front portico as a drop off/pick up zone only as on a number of instances we have had emergency service vehicles and our Residents Bus having to park elsewhere.

Visitors car parking is available in the car park to the left as you enter the facility grounds as well as to your immediate right along the side of the building.

Two car parks adjacent to the front portico are for disabled / elderly parking only with Staff Parking only past this point.

With the onset of the spring weather, Residents are using the gazebo and pathways more frequently, we ask that you slow down to the signed 10kph please as our Residents safety is of our utmost importance.

We thank you for your cooperation.

Newsletters and Calendars of events are distributed throughout the facility, if you would like to receive the Newsletter by email, please advise Administration Staff of your email address or alternatively send an email to;

admin@myrtlefordlodge.com.au and we will happily add you to our contacts list.

Till next month.

