



Welcome to the
October edition of;
“On the Grapevine”
The Myrtleford Lodge
Residents &
Representatives
Monthly Newsletter.



Daylight savings time commences, Sunday 4th October.

Put your clock forward one hour before going to sleep on Saturday 3rd

October 2020: This month we will discuss: Standard 6 - Feedback and Complaints

The best way to achieve this standard is through effective communication between residents/representatives and staff so we can ensure the residents/representatives can provide feedback or make a complaint and appropriate action is taken when feedback or a complaint is made.

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 workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements:

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



Bentley Wood Aged Care is committed to creating a positive, blame-free, resolution – focused culture where concerns are encouraged and viewed as an opportunity to learn why something happened and how it can be improved. These opportunities allow us to strengthen our relationship with consumers and their representatives.

We have an established, resolution-focused complaint handling system allows us to deal with many issues quickly and effectively and; contributes to continuous improvement of the care and services we provide.

Consumers are involved in discussions and decisions about their day-to-day care during care assessment, care planning and care evaluation.

Consumers are encouraged to provide feedback and/or discuss issues of concern with the staff member providing their care, the RN in charge, senior management or at consumer meetings.

Surveys also provide an opportunity for consumers to provide feedback which is conducted at least annually.

Information about the internal and external complaints mechanisms are accessible through:

- The Consumer Agreement (permanent and respite)
- The Consumer information booklet
- The consumer and family orientation which includes a verbal explanation and an opportunity for questions
- The newsletter provides regular updates and reminders
- Posters and displays on communication boards, and around the facilities:
 - The Aged Care Quality and Safety Commission poster and brochures – Do you have a concern? Translated material is provided as relevant.
 - A poster related to accessing the National interpreter service.
 - A poster encouraging Compliments, Suggestions and Concerns and the use of the Improvement Form
 - Brochures for the Older Persons Advocacy Network.

All key stakeholders have access to improvement forms which are used to identify opportunities to improve, comments and concerns, including complaints.

Staff assist consumers to complete or complete the form for consumers if they are unable to do this for themselves.

- Consumers have the right not to be identified on the form therefore comments should be written in a way that does not identify them for example; “A consumer stated the soup for this evening’s meal was cold.”
- A locked box is provided for consumers/ representatives, visitors and suppliers to place completed Improvement Forms.
- Bentley Wood conducts open disclosure discussions with consumers/ representatives “...when something goes wrong that has harmed or had the potential to cause harm to a consumer.
- Harm is defined as “...physical, psychological or social resulting in loss of quality-of-life, impairment, suffering, injury, disability or death.”

- The need for open disclosure may arise from a complaint or an incident. The process includes explaining to the consumer what happened, listening to the consumer's experience about what has happened, apologising and explaining the steps that have been taken to prevent recurrence. It includes acknowledging and apologising when the organisation has made mistakes.



disclosure may include what consumer happened, the steps that recurrence. It

- Consumers should feel safe and comfortable giving feedback to the organisation. Organisations are expected to look for ways to tackle these barriers and create a culture that welcomes feedback and supports consumers to make complaints.
- A collaborative approach is taken with complainants to ensure timely resolutions are found to complaints through open communication and transparent processes.
- Management and staff respect consumer rights when handling a complaint particularly; their right to complain free of reprisal and have complaints dealt with fairly and promptly.

- The Complaints Officer (DON/DDON) uses the following complaint handling process steps:
 - **Acknowledge** all complaints quickly
The need for an open disclosure process should be identified and initiated as soon as possible.
 - **Assess** the complaint and the associated risk, then allocate a priority
 - **Plan** the type of information required to assess the complaint.
 - **Investigate** the complaint as required to inform the resolution approach
 - **Response** to the complainant with a clear decision
 - **Follow up** any concerns
 - **Consider** whether there are systemic issues.
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- An assessment of the complaint is conducted as soon as possible to determine which resolution pathway to take and who should be consulted. Where needed, the assessment should plan the type of information required to assess the complaint and how it will be collected.
 - For more complex complaints the assessment may also require an investigation to help inform the resolution approach.
 - Most complaints will be straightforward with low risk to the consumer and can often be resolved upon first contact.
 - Some complaints may require the issues involved to be investigated.
 - Where there is disputed matters alternative resolution processes may include; conciliation, mediation or external complaint mechanisms.
 - No matter which approach is taken a documented plan is completed.
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- When finalising a complaint, systemic issues are considered and action taken to prevent the same issues from being repeated.
 - Action may include one or more of the following:
 - A review of policies and procedures
 - A review of the recordkeeping system
 - Staff training and or support
 - A review of equipment and the service environment.

If consumers/representatives would prefer to speak to someone independent of the organisation or a complaint has not been able to be resolved the following services are available.

The Aged Care Quality and Safety Commission (Commission)

This is a free service for **anyone** to raise a concern about safety or quality of care and services within commonwealth funded aged care home.

Tollfree: 1800 951 822

Address: GPO Box 9819

(In your capital city)

Online complaints form :

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

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

If you have any concerns about your care and services being offered that are not as you wish please discuss with a staff member or arrange to meet the Director of Nursing, Deputy Director of Nursing, or Registered Nurse in charge to discuss any concerns you have or would like to provide feedback or make a complaint.

Marita Seamer

Director of Nursing

Reminder

Fresh seasonal fruit is always available from the Kitchen, please ask Catering Staff to assist you.



Special events Calendar

4th October ~ Daylight Savings commences.

Clocks spring forward 1 hour.

5th to 9th Ottobre ~ **Celebriamo il nostro patrimonio italiano**

~ We celebrate our Italian heritage

5th Ottobre ~ decorazioni e musica italiana

6th Ottobre ~ paltrona viaggio in Italia

7th Ottobre ~ preparare una festa italiana

8th Ottobre ~ pranzo italiano

9th Ottobre ~ bevande e celebrazione della musica italiana



5th October ~ Market Day @ Myrtleford Lodge

7th October ~ Country Drive

13th October ~ Residents Meeting

14th October ~ Birthday Breakfast

~ Country Drive

20th October ~ Cooking group cooks up a curry.

Spring supper ~ 21st October

All Residents are invited to come along and enjoy a social evening of music followed by supper.

23rd October ~ Happy hour

Activities at Myrtleford Lodge



Residents have been enjoying a game of Pool on the large table in the lounge.

Eva Meier was pictured on her Birthday with a beautiful box of flowers sent to her by her family and her birthday cake which was shared for afternoon tea.



Staff member Heather Cowie enjoyed her farewell afternoon tea with the Residents recently, Betty Forbes, Susie and David Draper along with Don Arnold and Brian Jordan enjoyed the



chance to wish Heather and her family well as they embark on new beginnings.



Activities at Myrtleford Lodge



Residents who celebrated a birthday in September enjoyed a special birthday breakfast together to celebrate.

High tea was enjoyed as it always is. It's always special to enjoy tea from a bone china cup and saucer.



Morning and afternoon tea's are being enjoyed outdoors as the weather improves.

October Birthdays

Laurel Quonoey ~ 6th October

Arthur Quonoey ~ 10th October

Jeanette Blaxall ~ 11th October

Rosemary Capocasa ~ 20th October

Gwen Naughton ~ 24th October

Pat Waite ~ 26th October

Shirley Mitchell ~ 27th October

Myrtleford Lodge Residents and staff wish you all a very Happy Birthday, we hope that you all enjoy your special day.



John Byrne, Audrey Busst and Vittorio Bonacci are just three Residents who enjoyed their birthday during September with an afternoon tea and birthday cake.

Staff Education

Myrtleford Lodge Staff continue to receive further Education on COVID-19, staff have completed all Department of Human Services online Infection control education modules.

During September Myrtleford Lodge was visited by the Australian Defence Force Prevention Team as part of the department of Human Services support and education program delivered to all Aged Care Facilities. The ADF personnel took staff through the correct use and disposal of PPE.

Pictured are just some of the staff who attended the training provided by the ADF.



Staff education continues not only through online mandatory modules, completed by staff annually, palliative care North East Health also continue to provide education through Microsoft team meetings.

“Education is the most powerful weapon which you can use to change the world” – Nelson Mandela

When someone dies - A practical guide for family and friends

You may find this information a valuable and a helpful resource

"When someone is dying or has died, it can be a very difficult and stressful time. This booklet is meant to help. We hope it will give you support and direction during this time. It has information and practical ideas about things to do before and after an adult family member or friend dies

"This booklet was researched and developed by Queensland Health's Care End of Life Project team in consultation with an extensive group of clinicians, consumers and content experts from across Queensland; the Aboriginal and Torres Strait Islander Cultural Capability Team and their state wide network; and Health Consumers Queensland." West Hume Palliative Care

Booklets are available directly from the website or from front reception, please ask Administration staff if you would like to receive a copy by email.



Your grief is like your fingerprint. It is unique and personal to you.

Activities at Myrtleford Lodge

Myrtleford Lodge Residents will see a change in Diversional Therapy Staff early October. Sadly we say farewell to Heather Cowie who has been a member of our team for the past 11 years, Residents will certainly miss her Mr Whippy cart, coffee and happy hour afternoons, her infectious laugh will certainly be missed. Heather is relocating to be closer to her family and we thank her for her enormous contribution to Myrtleford Lodge and wish her well.

With every sadness comes a new beginning and our Diversional Therapy team will welcome Hugh Clasby who many of you will know as a care staff member, Hugh will be changing roles and is already very enthusiastically looking forward to setting up a Men's shed as well as putting thought in to some new and interesting ideas that you will see on the calendar in the coming months.

All Residents are encouraged to bring new ideas for activities either directly to Diversional Therapy Staff or why not come along to the Monthly Meetings which provides a great forum to discuss any ideas that you may have.

Next meeting; Tuesday October 13th commencing at 11.30am.
Everyone is welcome.

Federico Fabris

27/08/1926 ~ 19/09/2020

Francesca Crispo

26/02/1933 ~ 29/09/2020

Myrtleford Lodge Residents and Staff extend sincere condolences to the families and friends of Fred and Francesca, may they rest in eternal peace.



A message from the Administration Desk

Visiting update: 29/9/20

The booking system will continue for all visits at Myrtleford Lodge and we encourage social connections with families, Skype, face time and zoom continues to be offered.

Restrictions remain in place for those from metropolitan Melbourne and any other areas known as hot spots. Weekend visits remain restricted unless prior approval authorised.

Social leave may be offered providing this is prearranged. This needs to be booked during business hours so after hours staff can be informed.

This system will be in place for months to come and we will continue to remain vigilant by minimising the risk to residents and staff.

Screening will continue and be reminded that masks need to be worn at all times by visitors to Myrtleford Lodge and social distancing strictly adhered.

We thank you for your cooperation and if you have any concerns please contact Myrtleford Lodge.

Warm regards, Marita Seamer

Director of Nursing

Bentley Wood Health and Aged Care.

Newsletter:

Should you wish to gain a copy of the Myrtleford Lodge Newsletter, please let Administration Staff know your email address or send an email to;

admin@myrtlefordlodge.com.au

to be included in our contacts list, alternatively our Newsletters can be viewed on the BentleyWood website;

www.bentleywoodpl.com.au

Till next month, take care

