

*Welcome to the January 2020 Edition of;
“ On the Grapevine”*

*The Myrtleford Lodge Residents &
Representatives Monthly Newsletter*

*At the sound of the tolling midnight bell
a brand new year will begin.
Let's raise our hopes in a confident toast,
to the promise it ushers in.*

*May your battles be few, your pleasures many,
your wishes and dreams fulfilled.*

*May your confidence stand in the face of loss
and give you the strength to rebuild.*

*May peace of heart fill your days
may serenity grace your soul.*

*May tranquil moments bless your life
and keep your spirit whole.*

author unknown

Happy New Year

Our Christmas story

Christmas at Myrtleford Lodge was celebrated throughout the month of December commencing with the Residents and Representatives Christmas Party on 3rd December. A wonderful time was enjoyed by all in attendance with special thanks going to the Catering Department for providing such a beautiful meal and the Diversional Therapy staff who always make this day so very special for all of our Residents, their attention to detail with decorations, table settings and assistance with the menu ensures everything runs smoothly.



We thank each and everyone who provided such lovely feedback, we are all so pleased that you all enjoyed such a lovely time together.

Shirley Brady was pictured listening to the Christmas carols performed so beautifully by Lynn Smith one of our very dedicated volunteers.



Our Christmas story



Pictured is our dining room which was a sea of Residents and families coming together enjoying each others company.

Zena Atkinson enjoyed having lunch with two of her daughters before everyone was invited to the lounge area to enjoy the carols.

Lynn Smith was our vocalist, we are so



appreciative of Lynn, she is one of our very reliable volunteers who provides musical entertainment for us each month, she also has been blessed with the voice of an angel.

Our Christmas story

Myrtleford P-12 College students continued to visit Myrtleford Lodge throughout December, a presentation on December 10th of all of the activities they assisted with and provided to Residents throughout 2019 was enjoyed by Residents, Myrtleford Lodge together with the college have formed very close friendships, Rosemary Bunge the college coordinator has been instrumental in building the close ties that we all now enjoy and experience each week. We wish all of the students and Rosemary along with their teachers a very Merry Christmas, may you all enjoy your summer holidays, we look forward to seeing you all again in 2020.



Rosina Perry, Laurel Quonoey and Joan Munro were delighted to be shown the artwork the children had spent much time completing.

Rosemary does such a wonderful job coordinating the children's activities, we very much appreciate her efforts.



Our Christmas story

On the 11th December years prep-2 commenced our day with Christmas carols, 60 students who all sang beautifully accompanied by their music teacher filled our activities area.



Year 6 students spent some time assisting Residents to make Christmas Cards for family and friends, we are

sure the recipients of the cards very much enjoyed receiving such personalized cards.



Our Christmas story



Our craft ladies have been especially busy during December making beautiful handcrafted table decorations for Christmas Day. They also enjoyed some Christmas

cheer together with volunteers, Judy Neuman and Pam Bleesdale, it looks as though Kath and Judy found a moustache each in the Bon-Bons.



Residents boarded our two buses for a Christmas Lights tour to Wangarratta, this has become an annual much enjoyed event.



Our Christmas story

Whilst we all enjoy the wonderful Christmas spirit at this time of the year, we also stop to reflect and remember our loved ones who are no longer here with us.



Our Annual reflections ceremony was a chance for us to light a candle and speak about the Residents that have passed away throughout 2019, we remember each one of them and their families fondly and hope that the special



memories of their loved ones are slowly replacing their grief and sorrow.

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Merry Christmas wishes were also sent to us all from our little extended family who all enjoyed their first Christmas together. How cute are they, Astrid, Apollo, Darragh and Kiryanne.

## Our Christmas story

Thankyou to everyone who purchased tickets in the Christmas raffle, we also would like to thank Kaye McGuffie for kindly donating the plants for the raffle and Judy Neuman for her craft donations. Our raffle raised a total of \$533.60



### Raffle Winners

1st ~ Antonia Fabris

2nd ~ Glenda Canning

3rd ~ Jim King

### Visitors

We have been delighted to have received many visitors during the holidays, visiting and spreading good cheer, this group of children, Vera Traini's great grandchildren brought in a basket of sweets to share with us all which was just lovely.



Pam Bleesdale was dressed very much in the Christmas spirit

on Christmas Eve as she came to visit us spending time assisting our craft ladies to make even more decorations.





### Our Christmas story



Bingo continues to be a popular choice of activity on the monthly calendar as is the Friends of the Library outings which will continue to run on

the 3rd Friday of each month, the group are pictured enjoying their Christmas celebrations at Myrtleford Lodge.



How gorgeous does Fay Fear look all dressed ready for celebrations. Fay is also pictured with Judith Johnson and staff member Heather Cowie taking "A selfie".

## Special events Calendar



1st January ~ New Years Day

3rd January ~ Myrtleford Bush Market

8th January ~ Birthday Breakfast

10th January ~ Happy Hour

14th January ~ Residents & Representatives Meeting

17th January ~ Friends of the Library

23rd & 29th ~ Country Drive

26th January ~ Australia Day



## January Birthdays



21st January ~ Susie Draper

~ John Davidson

26th January ~ Brian Hays

29th January ~ Marj Moore



From the Residents and Staff at Myrtleford Lodge we wish you all a very Happy Birthday, we hope that you enjoy your special day with family and friends.



Olga Feltrin and Paola Castagna enjoyed birthdays in December.



## The Year that was at Bentley Wood - Myrtleford:

2019 has been a very busy year for us all at Bentley Wood - Myrtleford with many residents coming and going, both Respite and Permanent Care Residents.

With the New Aged Care Quality Standards and Royal Commission we have been working hard at continuing demonstrating compliance at Myrtleford.

### Here is a summary for 2019:

We have seen 68 new residents. A combination of respite and permanent residents, which were admitted to Bentley Wood - Myrtleford for varying lengths of stay.

65% of our current residents are female.

20 new staff have commenced as part of our team in 2019.

We currently employ 82 staff at Myrtleford Lodge

We have received 488 documented incidents.

We have received 34 documented improvements and suggestions

We have reviewed and updated over 183 policies and procedures.

We have completed over 85 audits on a full range of areas.

We have completed 35 quality activity reports.

We have received and fixed hundreds of maintenance requisitions.

**Resident survey:** satisfaction rate of 98% - which identifies a strong indication that the organisation is meeting the vast majority of needs. Thank you for all the lovely comments about the staff.

**Resident / Representative survey:** satisfaction rate of 97% - outstanding result. The staff ensures the care provided is according to best practice and this is evidenced through our accreditation history, the overwhelming positive results of the resident and resident representative survey and the formal and informal discussions held with all key stakeholders.

**Staff survey:** 97% satisfaction. A fabulous result. The results are a reflection of the majority of staff focusing on high standards of resident care and service. Staff commitment to Myrtleford Lodge for 5 years or longer has been 18 and 12 staff members have achieved 10 years of service in 2019.

We have dished up countless meals to residents, visitors and staff from our kitchen, with all meals being prepared on site under the guidance from our visiting Dietician.

We have celebrated all of the resident's birthdays during the year.

I would like to thank all the staff for their tireless work, humour, commitment to the residents and professionalism in the care and services they deliver. I know all the residents appreciate your efforts.



We face many challenges every day and celebrate many occasions and although we may not get it right all the time, every effort is made to ensure the residents are secure, happy and respected.

We would also like to make special mention of our fabulous residents for your positive outlook and appreciation for your life at Bentley Wood – Myrtleford.

We thank all our external services such as hairdresser, volunteers, medical staff, allied health staff and contractors.

We also thank representatives, volunteers, staff and visitors for the hard work and commitment to making Bentley Wood what it is.

We look forward to a successful and happy 2020 and wish you all the best for the coming year.

May we continue to face the successes and challenges together at Bentley Wood – Myrtleford.

Website: [www.bentleywoodpl.com.au](http://www.bentleywoodpl.com.au)

Marita Seamer

Director of Nursing

Suggestions, Complaints, Improvement forms:

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

Resident Representatives are also very welcome to attend our Residents & Representatives Meetings which will continue to be scheduled for the second Tuesday of every month commencing at 11.30am.

## ***A note from the Administration desk***

### Thankyou;

To all of our Residents and Representatives, thankyou from all of the staff for your kind wishes, phone calls, emails, cards, and the mammoth amount of chocolates to wish us all a Merry Christmas, we have across all shifts and all departments enjoyed all of the sweets and thankyou all most sincerely for thinking of us all.

Christmas is an especially special time at Myrtleford Lodge and we very much appreciate working in such an environment where many friendships are made with both Residents and family members.

We wish you all Happy and safe New Year, we hope that 2020 will also be a very special and successful year, we look forward to working alongside you all.

### Resident / Representatives Newsletters:

The Resident / Representative Newsletter is compiled and distributed monthly with copies made available to Residents on the large notice boards within the facility and from front reception.

Many of our families receive an emailed copy, should you wish to be included in our contacts to receive a copy please let administration staff know your email address ,or alternatively send an email to; [admin@myrtlefordlodge.com.au](mailto:admin@myrtlefordlodge.com.au)

