

Welcome to the August Edition of;
“On the Grapevine”

The Myrtleford Lodge Resident &
Representatives Monthly Newsletter



hello
August



August 2020: This month we will discuss ongoing assessment and planning with consumers - Standard 2:

The best way to achieve this standard is through effective communication between residents/representatives and staff so we can ensure the residents care needs and wishes are expressed and provided.

Consumer outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Bentley Wood undertakes the following to meet this standard:

- Assessment and planning is undertaken on a regular basis to ensure the consumers health and wellbeing is maintained and promoted.
Dignity in allowing risk is also considered during these assessments.
- Managers and staff involve, listen to and respect each consumer's views and communicate with them about their choices. Each consumer is supported to exercise choice and independence about their care and services and to live the life they choose. This includes providing genuine options that support choice; providing accurate and timely information that is easy for each consumer to understand and enables them to exercise choice; respecting who they wish to be involved in their care and; supporting them to take risks to enable them to live the best life they can.

- Assessment and planning is based on an ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services. This also includes referrals to other services as assessed and agreed to.
- The outcomes of assessment are communicated with the consumer and representatives with ongoing reviews and evaluations conducted to ensure the plan of care is reviewed and altered as circumstances change.
- Communication is critical between staff and consumer / representative to ensure the consumer / representatives are well informed of assessments, care needs and requirements to enable the consumer to safe and effective care and services.
- The care plan is readily available to the resident and representative. Monthly resident of the day reviews are conducted which provides you the opportunity to raise any concerns that you would like to be assessed and reviewed/ changed. You can also call at any time to discuss any concerns.
- Consumers and their representatives are encouraged to communicate with staff when their needs, preferences and goals change. Staff ensure that they record this information as an exceptional report and care plan changed as required. If we do not know about it then we cannot change it.
- Relevant information is provided to others who share responsibility for care, for example; catering service, physiotherapist, pharmacist, dietitian and other health service providers.



- Appropriately skilled and qualified workforce undertakes assessment and care planning and the delivery of care according to their scope of practice and legislative requirements. Continuity of care is supported by a stable workforce, accurate record keeping, good communication and handover of information

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 changes you would like to make to your care provision.

It was disappointing to hear the comments the Victorian Premier made on 28/7/20 about aged care. Everyone I know in aged care is working really hard. We are proud of what we do and know every day we make a difference in our residents lives. We do not need that sort of response from one of the country's leaders at a time like this, when we are all under enormous pressure.

We will continue to work hard at ensuring our facilities are safe but we need all visitors to abide by the rules.

Thank you to all those that have passed on the supportive comments – we have received many from residents and representatives which is appreciated and keeps us all motivated that we are doing a good job.

Marita Seamer. Director of Nursing.

The Consumer Meetings held monthly, are a great forum to discuss any concerns, issues or ideas that you may have.

Everyone is most welcome to attend or alternatively you can ask for an item to be added to the agenda to be discussed should you not be able to attend.

Next Meeting scheduled for;
Tuesday 11th August @ 11.30pm.

Health and wellbeing - Happiness coaching program for challenging times

FREE ten day online coaching program. **10 Days of Happiness** guides you through daily actions for happier living, all based on the latest research. There are practical easy suggestions to encourage positive moments even when things are difficult. It gives you an opportunity to write down some simple things you might do for the day to reinforce your intentions. What have you got to lose..? You may even enjoy it! Click on the link attached : 10daysofhappiness.org

COUNSELLING SERVICES:

Generalist Counsellor Community Health Centre - 03 57438111

Yarra-Mul Carer Support Group - 03 57443911

Meets 3rd Thursday each month

Wangaratta Community Mental Health - 03 57225111

National:

Veterans & Veterans Families Counselling - 1800 011 046

Lifeline 24 hour 131114

Alcohol & Drug Counselling 1800 888 236

Relationships Australia 1800 817 569

National Dementia Helpline 1800 100 500

(Alzheimer's Association)

Activities at Myrtleford Lodge

Carpet Bowls remains one of the activities on the calendar to see high attendance of Residents who enjoy the social aspect as well as engage in some friendly rivalry to become the bowler of the day.



Residents gathered to enjoy the bowls with John Blaxall and Fred Fabris going head to head.

Next date for our bowlers is 31st August.

Yvonne Sutton and Rosemary Capocasa watch to see how close to the jack Rosemary comes.



Activities at Myrtleford Lodge

Happy hour held on 10th July became a birthday celebration as it coincided with Fay Fears Birthday. Along with Fay, Richard Richter also enjoyed the afternoon of friendship and music and of course a Birthday Cake.



High Tea is always enjoyed, what better way to spend an afternoon than gathered with friends when it's far too cold for any outdoor activities.



Activities at Myrtleford Lodge

Residents enjoyed a special breakfast of pancakes recently complete with all of the condiments anyone could think to ask for, traditional sugar and lemon, butter and maple syrup or jam and cream.



Delicious is what the feedback was so we will certainly add this idea to the calendar again.

Look at these beautiful, and I hear delicious Dim Sims that were homemade at Myrtleford Lodge using the very special recipe of the late Gerri Liccione.



Activities at Myrtleford Lodge

Bus outings remain on the calendar as it's so important to get outdoors into the sunshine, we are very fortunate to have enjoyed some beautiful sunny days following some severe frosts.

Residents who went on the bus outing to Mudgegonga and beyond were spoilt by the Culhane family who had organized a



Devonshire tea delivered straight to the bus.

Thankyou to Maureen Culhane and family who brightened everyone's day.

Residents would like to sincerely thank local lady Roslyn Bruncher for the kind donation of three beautiful hand crafted blankets.

Pat Hogg was one of the lucky recipients and makes good use of the blanket whilst reading.



Activities at Myrtleford Lodge



Did everyone read the article in the local Newspaper last week regarding the letters sent to Myrtleford P-12 College student Bella Turner Spessot.

Bella is pictured with all of the letters that Residents individually wrote to her in response to her letters received during these past

months when we have missed our visits from students of the college as part of the schools Intergeneration program.

My Emergency Doctor

Thankyou to the may Consumer Representatives who have returned the authority correspondence regarding the new Telehealth program for out of hours urgent medical care supported by the Murray Primary Health Network.

This program is designed to compliment the existing high level of medical care provided by your GP.

If you have not returned your authority slip as yet could you please return as soon as possible, either by post or email to;

admin@myrtlefordlodge.com.au

August Special Events Calendar

- 4th August ~ Cooking pancakes
- 4th August ~ Market Day
- 11th August ~ Residents Meeting
- 11th August ~ Market Day
- 12th August ~ Birthday Breakfast
- 12th August ~ Country Drive
- 18th August ~ Market Day
- 25th August ~ Market Day
- 26th August ~ Country Drive
- 31st August ~ Carpet Bowls



Market Days

Market Days have been added to the calendar every Tuesday for Residents to enjoy “Shopping” at Myrtleford Lodge.

Diversional Therapy Staff have purchased a large assortment of goods including, notepaper and pens, personal items, some small clothing items, sweets etc whereby Residents will be able to make purchases.

Many more activities are included on the daily calendar, weather permitting, additional walking groups, afternoon and morning teas outside and gardening groups will be added to the calendar. If you have any ideas for additional activities, please speak to Diversional Therapy Staff or come along to the next meeting scheduled for 11th August @ 11.30am.

Birthdays at Myrtleford Lodge

1st August ~ John Debruyn

2nd August ~ Silvia Cabai

2nd August ~ Peter Robertson

5th August ~ Federico Briotti

6th August ~ Palmira Merlo

8th August ~ Teresino Nero

12th August ~ Vera Traini

17th August ~ Bill Naughton

27th August ~ Federico Fabris

27th August ~ Jean O'Neill

31st August ~ Roy Dark

Happy Birthday from Residents and Staff at Myrtleford Lodge, may you enjoy your special day.

Pictured are just three of the many birthdays celebrated during the past weeks at Myrtleford Lodge.



All Residents enjoy an afternoon tea and birthday cake on the day, Moira Mead, Fay Fear and Anne Crippin were all captured enjoying the celebrations.



Consumer Feedback Survey 2020

Each year, BentleyWood distribute surveys to Staff, Consumers and Consumer Representatives as part of our Quality program.

Myrtleford Lodge have distributed the Consumer Survey for 2020, the purpose of the survey is to assess how well our organisation is providing care and services for consumers across all standards.

Your feedback about how well we are providing support services such as; cleaning, catering, laundry is most important in assisting us with our continuous improvement.

Your responses and comments are confidential and we encourage all consumers to complete the survey prior to 14th August 2020.

Please only add your name to the survey should you wish for your comments to be followed up individually.

Should you require assistance, please ask a staff member or Representative to assist you.

Surveys are available at Front Reception along with a box for completed forms.

Thankyou in anticipation of your thoughts and feedback.



From the Administration Desk

Valuables: Resident valuables forms are completed on admission and these need to be updated from time to time to ensure we have a list of the valuables you have in your room. If you would like to update, please discuss with a staff member and we will ensure the list is updated of your valuable items.

Consumers are discouraged from having valuables or large amounts of cash. We are not able to take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. If you or your family have valuables in your room you do so at your own risk. There is a safe located at reception for petty cash to be stored securely and accessed during business hours.

Spending money (petty cash) for the purchase of small items or services such as hairdressing and outings can be managed by the reception staff.

All petty cash held with Reception is kept in a secure safe, staff x2 sign cash in and out keeping a log of all purchases and receipts for shopping.

Newsletter:

When producing the monthly newsletter, it's lovely to look back on the past month and the many activities that have been enjoyed at Myrtleford Lodge.

Should you wish to gain a copy of the 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 and stay warm.