

*Welcome to the December Edition of;  
“On the Grapevine”,  
The Myrtleford Lodge Residents &  
Representatives Monthly Newsletter.*

*“May the spirit of Christmas  
Fill your home with peace,  
joy and love  
Merry Christmas to all.”*



*Merry Christmas/Buon Natale*



Bentley Wood Aged Care – Woods Point and Myrtleford Lodge will be undertaking their 3-year unannounced accreditation in the next few months.

Information has been placed in previous newsletters and is displayed throughout the facility of how you can be involved.

We will provide an update on 2 standards each month, so you are fully aware of what is required to ensure your needs are met.

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.

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’s service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance



## Standard 1: Consumer dignity and choice:

### Consumer outcome:

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

The organisation:

- (a) Has a culture of inclusion and respect for consumers;
- (b) Supports consumers to exercise choice and independence; and
- (c) Respects consumers' privacy.

### Requirements:

The organisation demonstrates the following:

- (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- (b) Care and services are culturally safe.
- (c) Each consumer is supported to exercise choice and independence, including to:
  - i) Make decisions about their own care and the way care and services are delivered; and
  - ii) Make decisions about when family, friends, carers or others should be involved in their care; and
  - iii) Communicate their decisions; and
  - iv) Make connections with others and maintain relationships of choice, including intimate relationships.
- (d) Each consumer is supported to take risks to enable them to live the best life they can.
- (e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- (f) Each consumer's privacy is respected and personal information kept confidential.



## Standard 2 - Ongoing assessment and planning with consumers

### Customer care:

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 optimizing health and well being in accordance with the consumer's needs, goals and preferences.

### Requirements:

The organisation demonstrates the following:



- (a) assessment and planning, including consideration of risks to the consumer's health and well being, informs the delivery of safe and effective care and services;
- (b) assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes
- (c) assessment and planning:
  - (i) is based on 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; and
  - (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer;

(d) the outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided;

(e) care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

**If you have any questions with regards to the new standards or how we achieve these standards please speak to staff for clarification.**

Bentley Wood - Yarrawonga and Myrtleford will continue to strive to meet residents/consumers needs. We rely on effective communication with you and your representative to ensure these needs and wants are met.

Marita Seamer - Director of Nursing

*Reference: <https://www.agedcarequality.gov.au>*

### New Appointment

Myrtleford Lodge are delighted to announce the role of Deputy Director of Nursing has been filled by Leisha Salter.

Leisha commenced in the position on Monday 29th November, our Residents and families will know Leisha well as she has been working in the role of Registered Nurse at Myrtleford Lodge over the past 7 years.

## Activities at Myrtleford Lodge



Residents were invited out to a staff members farm in early November to meet the families two new arrivals. Two little foals were born and the Residents were delighted to meet them.

Everyone who attended the outing really enjoyed what was described as a beautiful afternoon.

Thankyou to Leisha and Darrel who apart from showing such good country hospitality also provided the



most beautiful afternoon tea of fresh scones and sponge cake. The two buses returned late afternoon with everyone having enjoyed a special afternoon together.

## Activities at Myrtleford Lodge

The Happy Valley Hotel was the destination for a recent bus outing, two buses travelled along the valley sightseeing before settling in to enjoy a beautiful lunch together.



With some beautiful weather, outings have been scheduled more often on the calendar where possible, we thank our volunteers who have recently recommenced

assisting our Diversional Therapy program enabling more outings.

## Craft Group

It's been a hive of activity for the craft group who are busily making new garlands to adorn the doors of all of the facilities Residents, it's certainly starting to look a lot like Christmas



## Activities at Myrtleford Lodge

Myrtleford Lodge welcomed back students from the P-12 College much to the delight of both students and residents.



The students always bring a smile to everyone's face as they are so full of life, on this visit the students, many of which we have come to know enjoyed reconnecting with familiar faces and enjoy reading stories together.





### Special Events Calendar

1st December ~ Ist Day of Summer

2nd December ~ Cooking the Christmas cake

3rd December ~ Happy Hour

6th December ~ Dec the Halls

Come along to assist with the Christmas decorating



7th December ~ Residents Christmas Party



Unfortunately due to restrictions, the Christmas Party is again this year for Residents only.

11.30am commencement, traditional Christmas lunch with all of the trimmings

Christmas carols performed by Lynn Smith



8th December ~ Birthday Breakfast

9th December ~ Pampering afternoon

14th December ~ Christmas shopping to local stores

14th December ~ Residents Meeting

15th December ~ Country Drive

24th December ~ Christmas Eve Social gathering

25th December ~ Christmas Day

26th December ~ Boxing Day

### December Birthdays



Olga Feltrin ~ 12th December  
Joyce McDonald ~ 13th December  
Richard Richter ~ 19th December



Residents and Staff wish you all a very Happy Birthday, may you enjoy your special day.

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### From the Quality Desk

#### Consumer Survey:

A consumers' survey was conducted from the 15<sup>th</sup> of September to the 31<sup>st</sup> of October 2021 to assess how well the organisation is meeting needs and expectations, to identify areas for improvement. The survey is looking at systems and the work environment, not individuals. Consumer experiences and outcomes of care which encompass the eight Aged Care Quality Standards are outlined in the survey. It utilises a self-reporting questionnaire requiring responses of Agree, Disagree and Not Applicable.

It was introduced to consumers during the monthly meeting in September 2021 and the questionnaires were handed out to consumers in Wings A, B, and C. Copies of the survey were made available in the lounge areas. Care staff and activities staff, Italian-speaking volunteer and representatives helped consumers in completing the survey when required.

**Overall Response Rate: 52%**

**Satisfaction Rate: 99%**

Number of consumers: 56 (excluding 2 new admissions on last 2 weeks of survey & 8 with advanced dementia in D-wing who are unable to complete the questionnaire)

Returned surveys: 29

**Conclusion:**

The consumer survey has been tailored to examine the requirements of the new Aged Care Quality Standards. It aims to identify consumers' experiences using a Likert scale questionnaire (Agree, Disagree or Not applicable) on how expected outcomes are delivered at Myrtleford Lodge. Overall, when applicable, **99% of the respondents AGREED that they have positive experiences at Myrtleford Lodge**. This is an excellent indication that consumers at Myrtleford Lodge are satisfied with the care and services provided to them by the organisation.

**Thankyou to everyone who contributed to the survey.**

Representatives Survey:

A survey was conducted among consumer (also referred to as 'residents') representatives to assess how well the organisation is meeting the consumers' needs, professional and reasonable expectations, and to provide the opportunity for all consumer representatives to participate in continuous improvement.

Electronic emails containing the link to the survey were sent on the 25<sup>th</sup> of September to representatives who provided administration with their e-mail address. A reminder email was automatically sent after 14 days for those with nil response. A web link with QR code was also posted in the reception area and sent through newsletters and monthly billing. Information about the survey was discussed during staff and consumer/representative meetings. Survey closed on the 31<sup>st</sup> of October 2021.

**Overall response rate: 41%**

**Resident representatives: 66 total number of consumers at Myrtleford Lodge**

**Responses: 27**

**Overall satisfaction rate: 97%**

**Summary:**

The consumer representatives' survey this year has been tailored to examine the requirements of the new Aged Care Quality Standards. It aims to identify representatives' experiences using a Likert scale questionnaire (Agree, Disagree or Not applicable) on how expected outcomes are delivered at Myrtleford Lodge. The response rate (41%) is really high this year compared to previous years. Nevertheless, the responses are indicative only as they do not necessarily reflect the views of the majority of consumer representatives. Overall, when applicable, **97% of the respondents AGREED that they have positive experiences with the care and services that Myrtleford Lodge has provided to its consumers and representatives. The satisfaction rate has significantly increased, from 92% last year.** Moreover, this is a very good indication that Myrtleford Lodge delivers safe and quality care to consumers and meets reasonable expectations from consumer representatives. Some comments were expressions of personal perceptions with a few that can be used to improve day to day interactions with consumers and representatives. Respondents who have concerns about consumers' personal care and safety are strongly advised to discuss these with management immediately so that an appropriate action can be made. The kind words and appreciation conveyed in the survey are greatly appreciated. All stakeholders are encouraged to maintain open communication and to attend meetings, read meeting minutes and newsletters and complete improvement forms. Myrtleford Lodge continues to partner with consumers and representatives in the planning and provision of care and services. Your feedback is highly valued as we continue to improve as an organisation.

**Thankyou again to all participants.**

### Testing & Tagging:

Reminder to all of our Residents and Representatives; All electrical items are required to be tested and tagged prior to use, should you purchase a new electrical item, please ask staff to lodge a maintenance request for the item to be tested and tagged. Every twelve months as part of our preventative maintenance program, Maintenance staff will retest all items.

### Christmas planning:

Thankyou to the many Residents and families who have returned the Christmas Planning form enabling us to ensure that we have plans in place for Christmas, we ask if possible to return forms prior to Monday 13th December.

### Newsletters and Calendars of events:

Newsletters and Calendars of daily events are distributed throughout the facility, however 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](mailto:admin@myrtlefordlodge.com.au)

and we will happily add you to our contacts list, alternatively the Newsletter can be viewed on our Website;

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



**Bentley Wood Aged Care acknowledges the Traditional Custodians of the land and pays respect to Elders both past and present.**



**Bentley Wood Aged Care acknowledges and respects the diversity of our community and our consumers**





May  
Lovely,  
Happy Times  
Decorate Your  
Holiday Season,  
May Warm, Special  
Memories Brighten  
Your New Year, May  
The Wonder of Christmas  
Be With You Forever.



*From the Management and Staff of Myrtleford Lodge, we wish you all a very Happy Christmas & New Year, we look forward to the honour of working with you all in 2022.*