




Welcome to the January 2021
Edition of;
“ On the Grapevine”
The Myrtleford Lodge
Residents & Representatives Newsletter



“Let’s ring in 2021
with happiness in our hearts,
and the hope of wonderful things to
come.”

Author unknown

Happy New Year

The Year that was at Bentley Wood - Myrtleford:

2020 has been a very busy year for us all at Bentley Wood - Myrtleford Care with many residents coming and going, both Respite and Permanent Care Residents. The Covid Pandemic has certainly provided many challenges for all. We thank you for your patience with regards to visiting and screening required on entry. It has ensured we have been able to keep everyone safe. Lets continue to ensure we abide by the rules and not risk our most vulnerable.

Here is a summary for 2020:

We have seen 38 new residents. A combination of respite and permanent residents, which 71% of our residents are female.

30 new staff have commenced as part of our team in 2020.

We currently employ 89 staff at Myrtleford Lodge.

We have received 560 documented incidents.

We have received 24 documented improvements and suggestions

We have reviewed and updated over 159 policies and procedures.

We have completed over 90 audits on a full range of areas.

We have completed 25 quality activity reports.

We have received and fixed hundreds of maintenance requisitions.



Resident survey: satisfaction rate of 97.6% - 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. The staff do a fantastic job with every resident and work very hard to meet individual need. We applaud the staff for their efforts and nice to see residents acknowledge their efforts also.

Resident / Representative survey: satisfaction rate of 92% - outstanding result. Every resident at Bentley Wood - Myrtleford is treated with respect and according to the Charter of Care Recipients' Rights and Responsibilities displayed throughout the facility. 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: 98.05% satisfaction. A fabulous result. The results are a reflection of the majority of staff focusing on high standards of resident care and service, respect and professionalism, and team work.

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 Dietitian.

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 2021 and let's work together to maintain all our safety.

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

Website: www.bentleywoodpl.com.au

Marita Seamer - Director of Nursing



Staying Hydrated in the warmer weather

As summer is here, so too are warmer days. Heat-related illnesses, particularly dehydration, can affect anyone—no matter age or medical history.

Dehydration is more prevalent in warm weather, due to the loss of water and salt from the body. Dehydration occurs when a person's body temperature rises and the body tries to cool itself down by sweating.

Our bodies comprise of 70 to 75 per cent of water, which is responsible for maintaining blood circulation as well as supplying our bodies with essential nutrients and removing waste.

Drinking water also maintains blood volume and ensures our blood pressure is maintained.

The most common symptoms of dehydration are a dry mouth and feeling thirsty. Other symptoms include:

Headache, dry skin, passing less urine than normal, Tiredness, Dizziness, cramping in the arms and legs

- If these symptoms worsen or last for more than an hour, immediate medical attention is highly advised.

Reflections service

Myrtleford Lodge held our annual reflections service on Thursday 31st December to reminisce and remember our Residents who sadly passed away during 2020.

Staff members, Mandy Shepherd and Hugh Clasby spoke beautifully reminiscing on the lives of each resident and lighting each Resident a candle in remembrance.

Edward Fenn ~ 13th January.

Beverley Allan ~ 15th January

Allan Flemming ~ 14th February.

Marie Thatcher ~ 11th April

Carmelo Ferrara ~ 14th April.

Patricia Henson ~ 21st April

Joan Munro ~ 27th May.

Arnold Neumann ~ 6th June

Marjorie Moore ~ 27th June

Gerald Liccione ~ 17th July

Federico " Fred" Fabris ~ 19th September

Francesca Crispo ~ 29th September

John Blaxall ~ 10th October.

Brian Jordan ~ 16th November

Peter Robertson ~ 14th December

May they all rest in eternal peace, knowing they are loved and remembered.



Activities at Myrtleford Lodge



Some of our gentlemen visited the Bright Men's Shed as part of the activities program prior to Christmas, they all enjoyed having a look around at the work being completed as well as enjoyed the opportunity to use some

of the equipment and the company of the gentlemen that were tinkering away at the shed.

Further trips to the Men's Shed are currently being arranged.



Activities at Myrtleford Lodge



Technology continues to play an important role in keeping our families connected. Olga Feltrin was able to attend her grandson's wedding recently through Skype, with the family even organizing for her to have a replica Wedding cake delivered.

Prep-12 College

Myrtleford P-12 College



continued to visit us prior to the end of the school term, we enjoyed the window visits and have been kept busy reading all of the cards over the Christmas period.

Activities at Myrtleford Lodge

The Residents Christmas Party was held on Wednesday 9th December, the dining room was decorated, the tables were set, we dressed in our finest, the Catering Staff planned and



cooked for the occasion, and a wonderful time was had by all. The feedback from everyone has been that the meal was delicious and everyone very much enjoyed themselves.

Activities at Myrtleford Lodge



Olga Feltrin was pictured getting ready to attend the Residents Christmas Party along with Judy Johnson who not only dressed for the occasion but brought along some additional Christmas decorations for her table.

Many of the Residents as well as the staff dressed in their best Christmas attire

to set the scene for what is always a very much looked forward activity on the calendar.

From Management and Staff, we hope that you all enjoyed Christmas 2020



Activities at Myrtleford Lodge

Thankyou to everyone who purchased tickets in our Christmas Raffle, the activities program raised a great donation which Residents will decide through the Residents Monthly Meetings how they would like to spend the funds.

Our Raffle winners were;

1st prize ~ Basket of goodies ~ George Croft.

2nd prize ~ Gift Box ~ Debra Clifford

3rd prize ~ Towels ~ Lucy Franks

4th prize ~ Towels ~ Mary Spiers



Pictured are our first prize winner, George Croft, and third prize winner, Lucy Franks.

Christmas 2020



Several of our families enjoyed bringing Christmas celebrations to their loved ones early at Myrtleford Lodge. On Christmas Eve the Gaylard family and friends gathered together under the

Gazebo where they enjoyed a beautiful Christmas lunch. Robyn prepared the lunch and tables beautifully and they enjoyed a lovely celebration.

January Birthdays



21st January ~ John Davidson

21st January ~ Isabel Draper

26th January ~ Brian Hays

28th January ~ Dorothy Cook



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

Olga Feltrin was pictured enjoying her birthday during December. Every Resident enjoys afternoon tea in their honour on the day of their birthday with a cake prepared by the Catering Staff



From the Consumer Handbook:

Mail, papers and magazines

You can post letters by leaving them at the reception on week days. There is a daily week day postal delivery and your mail will be delivered to you personally on the day of delivery.

An arrangement can be made through reception for the local newsagent to deliver newspapers and magazines as requested.

Valuables and spending money

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.

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

Hats & Sunscreen

Residents are reminded to ensure that they apply sunscreen and wear a hat when outdoors in the summer sunshine.

Could we ask that hats be purchased and left at Reception to be labelled for Residents that don't have one currently in their belongings.

Residents / Representatives Newsletter and Calendars:

As we have welcomed many new Residents and Families to Myrtleford Lodge during the last few months of 2020, we advise you that our Newsletters are published monthly, we find that this is a great way to distribute information and articles of interest.

Newsletters are available from Front Reception in a booklet as well as on our website; www.bentleywoodpl.com.au, Alternatively please leave your email address with Administration Staff to be included in our contacts list to automatically receive a copy each month.

We wish each and everyone a safe and Happy New Year, we look forward to the privilege of being part of your everyday lives again in 2021.

From all of the staff, we thank you for your lovely cards, chocolates, shortbreads and kind wishes that were showered upon us this Christmas, not only by the Residents, also from our wonderful families.



Australia Day

Everyone, every story

Tuesday
26th January
2021
Happy Australia
Day

