

ON THE GRAPEVINE

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



*A bell is no bell 'til
you ring it,
A song is no song
'til you sing it,
And love in your
heart
Wasn't put there
to stay -
Love isn't love
'Til you give it
away.*

*Oscar Hammerstein,
"Sound of Music"*

What is Consumer Directed Care:

Consumer Directed Care refers to self directed healthcare in which the consumer is afforded the right to full autonomy in all decision making related to that care. Historically, these care decisions would be made by the care team; however Consumer Directed Care (CDC) empowers the consumer by aiming to enable them to play an active role in their care decisions.

In CDC, the care team's role is to help identify and provide any assistance needed to enable the consumer to make their own decision about their care. The care team may contribute their professional expertise or recommendation; however, the final say ultimately is the consumers.

The consumer also has the right to accept and delegate as much, or as little of their care decision as they wish.

Principles of Consumer Directed Care:

1. Consumer choice and control
2. Rights.
3. Respectful and balance partnerships
4. Participation
5. Wellness and reablement
6. Transparency.



The Consumer Directed care model has been mandated for home care packages in Australia, currently no specific date care providers to implement directed care.



however there is for residential aged ment consumer di-

However the accreditation standards: Standard 1 states:

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.

This requirement recognises that making decision about life and having those decisions respected is an essential right of each consumer. This principle means as much as possible that decisions are made by consumers themselves and is fully supported by Bentley Wood Aged Care. Monthly Consumer of the day reviews are conducted with consumer/representative consultation to assess and determine the current agreed care needs. All assessments conducted ask the resident their preference for care, meals, activities which are translated to an individualised care plan.

Monthly consumer meetings are conducted; surveys are conducted to obtain feedback from consumers as well as access to improvement forms for suggestions, complaints and compliments.

The Charter of rights is signed on admission and practiced throughout everyday care.

If you have any concerns you would like to discuss with regards to your care and services, please speak to a staff member and we will endeavour to address your concern.

Marita Seamer - Director of Nursing



Pictured is David Draper entertaining all at Myrtleford Lodge with his skills in piano playing. It was an enjoyable afternoon of entertainment.

The Italian morning group featured were busy making afternoon tea for everyone at the Lodge to enjoy, Pictured are Cecelia, Teresina, Vera and Olga. Thank you for your efforts—it was enjoyed by all that afternoon. We look forward to tasting more of your treats



Activities at Myrtleford Lodge



The Market is alive and buzzing at Myrtleford Lodge. It provides residents a great opportunity to purchase supplies/gifts and treats.

Beth selling goods to Fay.

If there are any items you would like to be able to purchase please ask activity staff.

Birthday Celebrations:

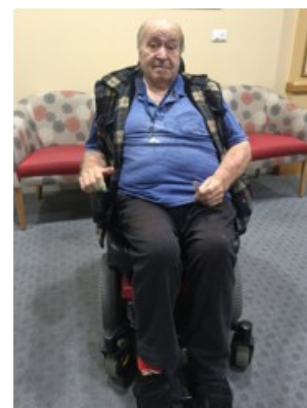
Dorothy Cook enjoying her birthday celebrations at the lodge with a large sponge cake to share with all and a small cup cake to indulge. Happy Birthday Dot.



Isabel enjoying the birthday celebrations with her husband David.

Happy Birthday Isabel

John also enjoyed his birthday with an ice cream to celebrate the occasion



Activities at Myrtleford Lodge



Featured are Jill and Shirley enjoying the 1kg home grown tomato that was grown locally and promised to be shared by Bena Costantino.

Happy hour enjoyed by the ladies—Fay and Sheila in matching outfits. Cheers!!



Happy hour is hosted every 2nd week for all to enjoy a beer/wine/soft drink and snack. It is an event enjoyed by many.

Activities at Myrtleford Lodge



One of our staff members Amena Rouse spent the afternoon teaching diamond art classes. We look forward to seeing ongoing classes and the finished products.



Special Events Calendar

1st February ~ Discussion group

2nd February ~ Mini market

5th February ~ Happy hour

10th February ~ Birthday Breakfast

~ Virtual Catholic Mass

10th February ~ Country Drive and Picnic

14th February ~ Valentines Day ~

15th February ~ High tea—announce colouring competition

19th February ~ Happy hour

24th February—Country drive

25th February ~ Pampering afternoon



Additional activities are included on the daily calendar located in the dining room and activities area.

Should you have further ideas for additional activities, please either speak to the activities staff or come along to the Residents/Representatives Meeting, we would love to hear your ideas.



February Birthdays

- 4th February ~ Isabel Robertson
- 13th February ~ Yvonne Sutton
- 16th February ~ Cecelia Sgariglia
- 19th February ~ David Draper



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



Residents/Representatives Meeting :

Residents/Representatives meetings are scheduled for the second Tuesday of the month @ 11.30am.

Next meeting; Tuesday 11th February at 11.30am

Residents and Representatives are welcome to attend, the meeting is a great forum to discuss any concerns or issues along with bringing ideas for improvement or ideas for additional activities.

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 periodically as a reminder
- Posters and displays on communication boards, in the foyer and in the lounge including:
 - 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.

All consumer compliments, suggestions or concerns / complaints both verbal and written are recorded on an Improvement Form.

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 front reception for consumers/ representatives, visitors and suppliers to place completed Improve-

From the Administration Desk

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



Visiting at Myrtleford Lodge:

The system remains the same with bookings required and visitors completing a declaration on arrival. You **MUST** at all times wear a mask (even outside) and maintain social distancing with the resident. Bookings are available Monday to Friday during business hours. Please book during business hours also. Just a reminder there are no reception staff after hours so please restrict your phone calls to essential only. If you need to be contacted in the event your resident condition has changed - the Registered Nurse will call you. This will ensure staff are available to provide care that is needed by the resident after hours.

Your cooperation is appreciated.

Nail Clippers Required:

Can all representatives please supply a labelled set of nail clippers for your family member. We cannot share these, so every resident requires their own set. Thank you in advance





Spread a little kindness
Sprinkle as you go
Send it out into the world
Watch it ebb and flow
Plant a kindness garden
The more seeds that you sow
You'll find that your own
happiness
Will grow,
And grow,
And grow!

