



HAPPY NEW YEAR

2022

*Wishing you a Happy New Year
with the hope that you will have many
blessings in the year to come.*



Buon anno

Welcome to the January 2022 edition of On the Grapevine, the Myrtleford Lodge Residents and Representatives Newsletter.

The Year that was at Bentley Wood - Myrtleford:

2021 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.

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 2021:

We have seen 20 new residents. A combination of respite and permanent residents, which were admitted to Bentley Wood - Myrtleford for varying lengths of stay.

73% of our residents are female.

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

We currently employ 81 staff at Myrtleford Lodge.

We have received over 700 documented incidents.

We have received 18 documented improvements and suggestions

We have reviewed and updated over 140 policies and procedures.

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

We have completed 37 quality activity reports.

We have received and fixed hundreds of maintenance requirements.



Resident survey: satisfaction rate of 99% - 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 needs.

Resident / Representative survey: satisfaction rate of 97% - 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: 99% satisfaction. The results are a reflection of the majority of staff focusing on high standards of resident care and service, respect and professionalism, and teamwork.

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 2022 and let's work together to maintain all our safety.



Please when visiting wear your mask correctly and maintain social distancing at all times.

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

Website: 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.

All Residents are encouraged to attend our Residents & Representatives Meetings which continue to be scheduled for the second Tuesday of every month commencing at 11.30am.

Next meeting; Tuesday 11th January 2022

Activities at Myrtleford Lodge



Our festivities at Myrtleford Lodge commenced in November when Christmas card photos were taken, Residents enjoyed dressing up for the occasion complete with a glass of wine which I'm told was red cordial.....mmm, not sure about that!

Pat Hogg and Mary Farquharson pictured were just two of the many who sent cards to family members, we hope that you enjoyed receiving them.



Christmas is certainly a time for friends and family and these two lifelong friends catch up most days, Sheila Kennedy and Audrey Busst were captured together enjoying an activity..

Activities at Myrtleford Lodge

Myrtleford P-12 College students continued to visit Myrtleford Lodge early December, students brought with them their readers to practice their reading skills to the delight of Residents.

Nancy Binder, Laurel Quonoey, Jill Weight and Vera Traini were just a few of the Residents who were captured



enjoying the company of our youngest friends of the lodge. We look forward to welcoming the students once they return to school following the Christmas holidays.

Activities at Myrtleford Lodge



The Stanley Choir again entertained us with their beautiful voices, Christmas carols were enjoyed by us all following the Residents Christmas Party luncheon.

Staff member Hugh Clasby was joined by his niece to perform for us, we thoroughly enjoyed the concert that they put on for us all and were thoroughly entertained by the beautiful toddler that visited with them,



following the concert, Lorraine Clasby joined the rest of the family for a family photo.

Thankyou so much for the work that went in to entertaining us all, we had a great time.

Activities at Myrtleford Lodge

The Residents Christmas Party was held in early December with a beautiful traditional Christmas lunch with all of the trimmings followed by carolling performed by the Stanley Choir.



Residents certainly enjoyed the day, much chatter and laughter could be heard throughout the facility.

Activities at Myrtleford Lodge



Our annual Reflections ceremony was held to remember those that we have loved and lost throughout 2021.

Hugh Clasby and Many Shepherd spoke of each individual past resident and lit a candle as we paused to remember them.



A very big thank you to Antonia Fabris who lovingly made a gift for every Resident of Myrtleford Lodge, these gifts were presented to each Resident prior to Christmas, the gifts were beautiful and much appreciated.

January Birthdays



21st January ~ Isabel Draper

21st January ~ John Davidson

26th January ~ Brian Hays

31st January ~ Giuseppe Cannizzaro



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



Olga Feltrin and Joyce McDonald were just two Residents who enjoyed birthday celebrations at Myrtleford Lodge during December.

The next Birthday breakfast is scheduled for 12th January, Residents celebrating birthdays in January will receive invitations to attend.

Special events calendar

1st January ~ New Years Day

4th January ~ Market Day at Myrtleford Lodge

5th January ~ Country Drive

6th January ~ Pampering afternoon

7th January ~ Myrtleford Bush Market

11th January ~ Residents Meeting

12th January ~ Birthday Breakfast

12th January ~ Country Drive

19th January ~ Country Drive

26th January ~ Australia Day

We **reflect** on our nation's past, which began more than 65,000 years ago, and the impact of European settlement on the [First Nations Australians](#). Our national day is a time, above all, for inclusion and respect. It enables us to pause, listen and gain a greater understanding of First Nations Peoples, culture and heritage as we work towards reconciliation.

We aim to **respect** the contributions of all Australians, and we celebrate our achievements by coming together and connecting with family, friends and the community.

Australia Day is also an opportunity to **celebrate** our cultural diversity and rich migrant heritage which is very much part of our unique Australian identity.

Reflect, respect, celebrate

From the Quality Desk

From the Chief Clinical Advisor – Summer alert

Notwithstanding the current La Niña weather phenomenon, it is that time of year again! Please be alert to the risks of heat and sun exposure when caring for older people.

At particular risk are people:

- with dementia who may not recognise or communicate that they are heating up
- who are very frail or have a low body mass who may heat up more easily
- who struggle to maintain good hydration
- with mobility problems who cannot move themselves to a shady area or cooler space, or who can't remove outer clothing or bedding.

Locations at particular risk are:

- buildings or internal areas that cannot be air conditioned or cooled
- outdoor areas sheltered from breezes or exposed to the sun (consider how this changes throughout the day)
- indoor areas where the sun can reach or heat up through glass
- vehicles.

Aged care providers should understand the risks that are specific to their buildings, spaces and individual residents. Strategies to enable staff to manage these risks should be communicated.



Staff should also be aware that elderly people can quickly suffer discomfort and the clinical consequences of overheating and sunburn.

Workers should be aware of movements in the ambient temperature over the course of a day in different locations, and of the clothing people are wearing.

In hotter weather and during heatwaves, staff should be reminded to:

- monitor the fluid intake of vulnerable residents
- encourage more frequent drinking of fluids
- be aware if toileting becomes less frequent, as this is a sign of poor hydration
- respond as a priority to residents appearing to be, or saying they are, hot or thirsty
- remind and assist residents with sunscreen, hats and light-coloured and protective clothing if sun exposure is possible
- offer tepid sponging or showering
- be aware of the signs of overheating (including red or very pale skin, or confusion) as a clinical emergency.

The Department of Health has checklists about caring for older people in warmer weather specifically [for residential aged care](#) and [for home care service providers](#).



Australia Day

Everyone, every story

Happy Australia
Day
January 26th
2022

