

March 2022



MARCH



*Welcome to the March edition of
“On the Grapevine”*

*The Myrtleford Lodge Residents &
Representatives Monthly Newsletter*

MYRTLEFORD LODGE INFORMATION FOR VISITORS

Respiratory infections such as influenza and COVID-19 are especially dangerous for aged care residents. They can be easily spread, and Myrtleford Lodge safety plans are designed to prevent their spread in this home.

Responsibilities of Visitors:

Visits should occur safely, and visitors should help with infection prevention and control.

There is a shared responsibility for the safe management of visiting between residents, the aged care provider, governments, and visitors.

Visitors must assist with screening and other requirements including:

- not visiting when unwell or displaying any signs of a cold / flu, respiratory or COVID-19 symptoms,
- following infection prevention and control directions such as washing hands, wearing masks, staying in resident's room, keeping physically distant,
- responding truthfully to COVID-19 screening and vaccination questions,
- treating all workers with respect and courtesy,
- allowing the aged care home to sight evidence of their current vaccination status or recent COVID-19 test result,
- during periods of elevated risk to Residents, wearing added PPE, using booking systems, using dedicated visiting areas, allowing staff supervised screening and visiting (and its associated restrictions on visiting hours), including where this is not required by state or territory health orders.

Ref: COTA (Council on The Ageing Australia)

The facility has the authority to refuse access to visitors not complying with Public Health Orders.

Please do not ask for special consideration outside of Public Health Orders and safety plans as refusal may offend.

Please understand you cannot be permitted to put everyone at risk if you do not follow the health, safety, and protection of the vulnerable, guidelines.

Mask wearing is mandatory. The mask must cover the nose and mouth and remain in place throughout the visit.

Face shields must be worn if the Aged Care facility staff advise you it is needed and must remain in place during the visit.

If you are advised to wear PPE – Personal Protective Equipment – for example, gowns, gloves, masks, face shields, booties – the Aged Care staff will teach you how to put it on and take it off to ensure infection control is maintained. (Don and Doff). All PPE must stay safely in place throughout the visit.

Good Hand hygiene is essential. Please use the alcohol gel at Reception and rub over hands for 20 seconds or until it has dried.

Visitors are to go directly to and from the room of the Resident they are visiting or visit with a Resident outside. Social distancing and mask wearing are still required.

We understand that your loved one appreciates your frequent and regular visits, and this is always balanced for the safety of all who call Myrtleford Lodge home.

Thank you for your consideration and care of others in this matter

The Aged Care Quality Standards are contained in the Quality of Care Amendment Principles 2018.

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.

This month Standard 7 and 8 will be discussed so you have a better understanding of the requirements of each standard.

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 6: Human Resources:

Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

Requirements:

The organisation demonstrates the following:

1. The workforce is and the number of the workforce the delivery and and quality care



planned to enable, and mix of members deployed enables, management of safe and services.

2. Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity;
3. The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles;
4. The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards;
5. Regular assessment, monitoring and review of the performance of each member of the workforce.

Standard 8 – Organisational governance

Consumer outcome:

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements:

The organisation demonstrates the following:

1. consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement;
2. The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery;
3. Effective organisation wide governance systems relating to the following:
 - (i) information management;
 - (ii) continuous improvement;
 - (iii) financial governance;
 - (iv) workforce governance, including the assignment of clear responsibilities and accountabilities;
 - (v) regulatory compliance;
 - (vi) feedback and complaints;
4. Effective risk management systems and practices, including but not limited to the following:
 - (i) managing high impact or high prevalence risks associated with the care of consumers;
 - (ii) identifying and responding to abuse and neglect of consumers;
 - (iii) supporting consumers to live the best life they can;

5. Where clinical care is provided—a clinical governance framework, including but not limited to the following:

- (i) antimicrobial stewardship;
- (ii) minimising the use of restraint;
- (iii) open disclosure.

Whilst there are many challenges in meeting these standards, we will continue to work with you to ensure these are met.

Marita Seamer - Director of Nursing

March Birthdays

1st March ~ Lyn King

14th March ~ Fran Bailey

20th March ~ Lorraine Clasby

We wish you all a very Happy Birthday, may you enjoy your special day



In loving Memory of,

Brian Hays

26/01/1948 ~ 19/02/2022

&

David Draper

19/02/1934 ~ 24/02/2022

Myrtleford Lodge Residents and Staff extend sincere condolences to the families and friends of Brian and David.

May they rest in eternal peace.



Activities at Myrtleford Lodge

Residents enjoyed all things sunshine and beach during the week of 21st to 27th February at Myrtleford Lodge with many activities enjoyed.



Sheila Kennedy, Pat Waite, Joyce McDonald, Judith Johnson and John Abbott dressed in their finest Hawaiian attire as did Jeanette Mitchell and Olga Feltrin.



What kind of spells do leprechauns use? Lucky Charms!



Activities at Myrtleford Lodge

The weeks activities included beach movies, beach trivia and mock tails with the weeks

Why do leprechauns love to garden? They have green thumbs!



highlight being the luau out in the courtyard with entertainment provided by our very own, very talented Diversional therapists, Hugh and Zaira. We welcome Zaira to our team at Myrtleford Lodge,



Zaira is already fitting in and getting to know everyone.

It was so lovely to see everyone dressed up and enjoying the festivities of the afternoon. This month we celebrate all things Irish.

Do people get jealous of the Irish? Yes, they're green with envy!



Activities at Myrtleford Lodge



Knock, knock! Who's there? Irish. Irish who? Irish you a happy St. Patrick's Day!



Two buses with twenty residents on board headed off from Myrtleford Lodge

stopping at the Whorouly store for ice-creams and soft drinks before then heading off further to the beautiful farm owned by the Weight family where they enjoyed afternoon tea together taking in the magnificent views over the dam and pastures beyond. Everyone had such a lovely afternoon, thankyou so very much to the Weight family who are such lovely hosts sharing their lovely rural retreat and taking time out from their busy farm lives.



Why shouldn't you iron a four-leaf clover? You might press your luck!



The pool competitions run weekly continue to be very much enjoyed, pictured is John Abbott who always enjoys a game.

Clothing labels:

Residents and Representatives are asked to please ask staff to ensure that any new items of clothing being brought into the facility be taken to the laundry for labelling prior to placing in wardrobes, it's always disappointing when that new item goes missing, we do our best to find the owner of any lost garments and this would assist us greatly.

Testing and Tagging:

A little reminder also that all electrical items are required to be tested and tagged prior to use, please let staff know if you have any new items so that we may ask Maintenance to test and tag these items ready for use.

Why do Irish people recycle? They like to go green!



Donations of unwanted items:

Myrtleford Lodge are unable to accept any unwanted items of furniture, including recliners, 4WW, shower chairs, or items of unwanted clothing.

We ask all Residents and representatives to please ensure that rooms are kept free of all clutter allowing movement within rooms should an emergency situation arise , also for ease of maintaining a clean environment.

We thank you in anticipation of your assistance with maintaining a clutter free environment.

Special events in March

1st March ~ Autumn season commences.

2nd March ~ Catholic Mass

3rd March ~ Cooking Dutch pancakes

4th March ~ Happy hour

8th March ~ Residents Meeting

9th March ~ Birthday Breakfast

9th March ~ Rock and Roll demonstration

10th March ~ Pampering afternoon

14th March ~ Labour Day Public holiday



17th March ~ St Patricks Day

Saint Patrick's Day, or the Feast of Saint Patrick, is a cultural and religious celebration held on 17 March, the traditional death date of Saint Patrick,

21st March ~ Harmony Day

31st March ~ Lunch outing

Further activities are listed on the monthly calendar, come along and enjoy the daily activities, everyone is most welcome.

Opportunity to improve and Complaints

We are committed to creating a positive, blame-free, resolution – focused culture where concerns are encouraged and viewed as an opportunity to learn why something happened and how it can be improved. These opportunities allow us to strengthen our relationship with you and your representatives.

You are encouraged to provide feedback and/or discuss issues of concern with the staff member providing your care, the care manager, senior manager or at consumer meetings or focus groups which are held from time to time.

The purpose of a focus group is to seek input and feedback about specific matters that affect consumers. The learning from the discussion can then be used to inform future action or it can be used to demonstrate the effectiveness of action that has been taken.

Throughout the year there will be surveys conducted to seek your feedback about different aspects of the care and services we provide.

You are encouraged to complete an Improvement Form to let us know what we are doing well, where we can improve or if you have a concern.

An Improvement form is included in this booklet, further copies are available in main lounge area. Staff can assist you to complete an Improvement Form for you.

You have the right to raise issues of concern without writing your name if you do not wish to be identified.

Completed forms can be;

- Posted to the manager
- Placed in a locked box located in main lounge or
- Given to a staff member

In addition to Improvement Forms you may discuss issues of concern with Director of Nursing/Deputy Director of Nursing during office hours, the Registered Nurse in Charge or at Consumer meetings.

We will work with you to promptly address and resolve issues using our Complaint Handling procedure that includes:

- Acknowledging** all complaints quickly
- Assessing** the associated risk & allocate a priority
- Response** to the complainant with a clear decision
- Follow up** any concerns
- Consider** whether there are systemic issues.

All concerns raised are treated confidentially, promptly and fairly.

If you would prefer to speak to an independent person the following services are available. Brochures about these services are available at front reception
The Aged Care Quality and Safety Commission (Commission)

This is a free service for anyone to raise a concern about safety or quality of care and services within Commonwealth funded aged care homes.

Tollfree: 1800 951 822

Address: GPO Box 9819

(In your capital city)

Online complaints form :

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Phone 131450 for the Translating and Interpreting Service (TIS) and ask them to contact the Commission on the above number.

For hearing or speech impaired phone the National Relay Service 1800 555 677 then ask for the Commission on the above number.

Elder Rights Advocacy (Victoria)

This is a free and confidential service promoting the rights of people receiving aged care services

Telephone: (03) 9602 3066

Tollfree: 1800 700 600

Email: era@era.asn.au

If you would like a copy of our *Complaint Handling Procedure* or more information please contact: Director of Nursing/Deputy Director of Nursing during business hours.

HARMONY DAY 21 MARCH



Harmony Day is celebrated annually on the 21st March in Australia. Harmony Day celebrates Australia's cultural diversity.

It's about inclusiveness, respect and a sense of belonging for everyone.

Harmony Day began in 1999, coinciding with the United Nations International Day for the Elimination of Racial Discrimination.

Orange is the colour chosen to represent Harmony, traditionally orange signifies social communication and meaningful conversations. It also relates to the freedom of ideas and encouragement of mutual respect.

In diversity there is beauty
and there is strength.

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

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