

August 2023 edition



*Welcome to the August edition of;
“On the Grapevine”,
The Myrtleford Lodge Residents
& Representatives monthly Newsletter*

This month we will highlight Standard 4: Services and supports for daily living

Consumer outcome:

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life. Meaning of - services and supports for daily living: Services and supports for daily living include, but are not limited to, food services, domestic assistance, recreational and social activities.

A consumer might have health and abilities, but want to achieve. They also want to live as well as they can.

Services and supports for a range of options that aim to independently as possible



some challenges in their they still have goals they have roles that have manage their day-to-day life and

daily living cover a wide support consumers live as and enjoy life.

Services and supports for daily living include:

Domestic help, such as cleaning, laundry

Food services, including meals, food advice, delivery & preparation

Services to encourage and support consumers to take part in social activities they are interested in, including community life.

Delivering services and supports to improve a consumer's well-being and quality of life requires a consumer-centred approach.

This means treating the consumer as a whole person and considering their physical and mental health, and spiritual, emotional and social life.

Their relationships, attitudes, cultural values and the influences of those around them, including family and community are all important.

AUGUST NEWSLETTER

Socially including consumers isn't just about giving them opportunities to join in on activities that the organisation provides. It's also about making sure that consumers feel socially connected, can have relationships they choose, have control over their lives, have privacy and are able to contribute.

The care and services at Bentley Wood are delivered in a way that enables a person's needs to be met. This includes making sure that enough time is allocated to allow staff to provide care and treatment in accordance with the person's assessed needs and preferences.

Bentley Wood has policies and procedures in place that support staff to deliver care and treatment in accordance with the requirements detailed in the care and services plan.



Bentley Wood staff undertake regular assessments and consumers/representatives are involved in discussions and decisions about their day-to-day care during care assessment, care planning and care evaluation. If you would like to



discuss your care plan see a staff member at any time.



Bentley Wood is required to provide services and supports in line with the consumer's assessed needs, goals and preferences, and any care and services plan, or service agreement in place with the consumer.

We may not directly provide all the services and supports that are important to the consumer's well-being; however we can assist the consumer to access other services or supports, including those that the wider community may provide.

If there are any services and supports that you would like to be reviewed and offered, please ask the staff.

Marita Seamer – Director of Nursing

A: access to the complaints system

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 Improvement Forms.

B: External complaints

If consumers/representatives would prefer to speak to someone independent of the organisation or a complaint has not been able to be resolved the following services are available.

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 home.

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

The Commission will respond to complaints within 24-48 hours after receiving a complaint.

The complaint can be open, confidential or anonymous:

Open: is where the complainant identity is known to the Commission and details may be passed onto the service provider. The complainant is kept informed of the progress and has review rights.

Confidential: is where the complainant identity is known to the Commission however the Commission endeavours not to disclose the identity of the complainant to the service provider. The complainant is kept informed of the progress and has review rights.

Anonymous: is where the complainant identity is not known by the Commission or the service provider.⁵

AUGUST NEWSLETTER

August Special events calendar

Mountain view children centre ~ 4th, 11th, 18th & 25th

Residents & Representatives meeting ~ Tuesday 8th
11.30am.

Everyone is welcome to come along to share ideas.

Italian Bingo And coffee A-wing 3rd, 17th, 31st

Local History 9th

Country Drives 2nd, 9th, 16th, 23rd

Gardening 14th, 3rd

Happy Hour 4th, 18th

21st ~ Carpet bowls

Exercise group/walking group ~ daily with Kevin Sevilla,
Physiotherapist

The calendar of daily events is posted throughout the facility and on the daily notice boards, Residents are welcome to come along and participate in all activities of daily living as part of the activities program.

In Loving Memory

Beryl Morgan Ashley Stirland

19/07/2023

25/7/2023

*In Loving Memory of those who are
forever in our hearts today.*

*Myrtleford Lodge extend sincere
condolences to family and friends of
Beryl & Ashley.*

Residents & Representatives meeting

Tuesday 8th August commencing 11.30am

Everyone is welcome to attend,
please bring along your ideas for additional
activities.

Fresh fruit

*Residents are reminded that fresh seasonal fruit is
available from the kitchen, please just knock on the
door to speak to catering staff or ask any staff member
to assist you.*





HAPPY BIRTHDAY

2nd ~ Silvia Cabai
4th ~ Mary Farquharson
8th ~ Teresina Nero
10th ~ Facci Silvio
12th ~ Vera Traini
17th ~ Barbara Mackus
24th ~ Angela Squires
31st ~ Roy Dark

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



Birthday Breakfast

Our birthday breakfast continues to be an enjoyable event held for all residents celebrating a birthday during the current month.

A full cooked breakfast of eggs, bacon, tomato and sausages is a great way to start the day and the aromas from the kitchen make us all want to join in the festivities.

August will see many birthdays celebrated at Myrtleford Lodge, Residents enjoy an afternoon tea in their honor along with a cake to share.



Pictured are residents enjoying the birthday breakfast during July and Ed Dettmann and Beth Walpole who both celebrated birthdays during the past month.



Alpine Gate



On a cold and wet winters day what better way to enjoy the day than going out for afternoon tea with friends.

Myrtleford Lodge residents as part of the activities program enjoy many outings to various locations.

Should you have any suggestions for outings please come along to the monthly meeting held on the second Tuesday of each month or let a staff member know of your ideas.



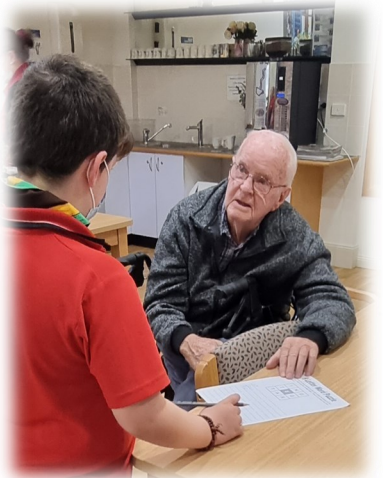
MYRTLEFORD P12

Myrtleford P-12 College has recommenced visiting Myrtleford Lodge on a regular basis as part of their community program under the guidance of Rosemary Bunge.

The program also forms part of our leisure and lifestyle program at Myrtleford Lodge and is always enjoyed by both the Students and Residents.

The primary school children who visited during the week showcased for us their singing and sign language skills

Thank You again P12 For your visit!



Bowling



We all love a great game of bowls especially when it involves some good healthy competition along with a lot of wild throws and plenty of laughter .

Joan McNamara pictured also received some words of encouragement from her beautiful great granddaughter.

Joan took out the win for the afternoon and as you can see the result was much to the delight of them both.

A Fun way to enjoy a great afternoon at Myrtleford Lodge.

Family bring so much joy to us all.



Aged Care Employee Day gives the whole of Australia an opportunity to celebrate and honour the people who care for and support the older members of our community.



**Aged Care
Employee Day**

Thanks for caring

agedcareday.com.au

#ThanksforCaring

Aged Care Employee Day takes place on August 7 of every year and celebrates the workers who provide care to the elderly.

It takes an extraordinary amount of skill, patience, and heart to care for the aged individuals living through their twilight years. Thus, the day serves as an appreciation for the nurses, care workers, drivers, chefs, cleaners, and/or volunteers who are always on call to ensure that our seniors receive the company and the assistance that they need.

Myrtleford Lodge as part of the celebrations have asked residents to think about which staff member they would like to thank by placing their name in the box provided at front reception.

Feedback from many residents to date has been that they don't like the idea of singling out only one staff member to thank which is lovely feedback, therefore there will be multiple small thankyou gifts and an afternoon tea/morning tea for staff on the day so that all staff are included.

A note from the Administration Desk

Visiting Myrtleford Lodge:

Thankyou to all of our Residents, representatives and staff who again worked together during the last Covid outbreak at Myrtleford Lodge. Our residents health and safety is always our focus and your continued assistance to adhere to our visiting protocols of completing the mandatory Rapid testing daily prior to entering the facility and wearing of masks at all times within the facility assist us greatly. Thankyou.

Medicare/Pension/DVA Cards:

Have your details changed; should you have received a new Pension, Medicare or DVA card recently to please advise Administration staff so that we can update your file and advise visiting health practitioners.

Residents Phones

Mobile Phones are the responsibility of the resident/ representatives, could we please ask representatives when visiting to please check your family members phone is charged, working and on a suitable ring volume before leaving to ensure all of your phone calls are received.

We do also ask that additional phone calls be kept to a minimum please as staff dect phones are used to contact each other to assist with the care of residents and are not always available to take personal calls, we understand that being able to contact and speak to your loved ones is important for both you and the consumer. We thankyou for your patience and understanding.

Petal back clothing:

Billy and Me clothing store in Myrtleford have advised that they currently have stock at reduced prices of the petal back clothing range for both men and women. Petal back clothing is assisted clothing designed to reduce discomfort to residents when dressing as they are designed without buttons and zippers making dressing easier.

Thankyou

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.



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.