

*Welcome to the February edition of;
“On the Grapevine”,
The Myrtleford Lodge Residents and
Representatives monthly Newsletter.*

*“Be the change
you wish to see in
the world”*

Mahatma Gandhi



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 with this newsletter, further copies are available in the 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 the 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.

Food safety regulations

Whilst the residential care facility is the resident's home, due to food safety requirements, staff cannot be responsible for food brought in by residents or their relatives.

Foods of *high risk* such as, poultry, seafood, dairy products, meat and small goods (e.g. sliced ham, roast beef, chicken), eggs, rice, pasta brought in by the resident or relatives /friends must be kept at an acceptable temperature by bringing it in a suitable container such as; insulated bag \pm an ice brick or a thermos flask and consumed at the time of being brought to the facility. Staff must not store these food items or reheat them.

Foodstuffs with any potential contravention to the Food Safety Regulations must be disposed of by resident, representative and/or staff. This includes foodstuffs stored in resident rooms.

Food of low risk such as; biscuits, unfilled cakes, fruit and sweets are acceptable to be stored and served.

The Register of Food Donated /Brought to the Facility (27.2.3) is maintained and needs to be completed if you bring food into the facility located in kitchen.

You must not give brought in food to other residents, not only because of the food safety requirements but because the resident may have a medical condition that may prevent them from eating the food including the possibility that they may choke.



Fresh Fruit

Fresh seasonal fruit is available from the kitchen daily, please ask one of the staff should you like the fruit cut up for you.

Reminder to Residents, meal alternatives are available should you not feel like the menu option. Please speak to the Catering staff prior to the meal service.

Special events program

2nd February ~ Entertainment with Lyn Smith

6th February ~ Local shopping

~ Laughter Yoga

7th February ~ Country Drive

8th February ~ Pampering afternoon.

9th February ~ Happy Hour

13th February ~ Residents & Representatives Meeting

~ Shrove Tuesday (pancakes for all)

14th February ~ Valentines Day

16th February ~ Entertainment with Elysium

22nd February ~ Cooking with Marilena

23rd February ~ Happy Hour

28th February ~ Country Drive

29th February ~ Leap year

~ Birthday Breakfast



Residents are encouraged to participate in the Activities program, daily activities are posted on the notice boards in both the dining room and activities area .

Please, if you have some ideas or suggestions for further activities, please come along to the Residents & Representatives meetings to share and discuss so that they can be implemented into the monthly program.

Everyone is always welcome.

February Birthdays at Myrtleford Lodge



6th February ~ Mavis Glanford
13th February ~ Jim King
16th February ~ Cecelia Sguariglia
19th February ~ Lucy Bannister
23rd February Maria Bonacci



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



In loving memory of;
George Humphry ~ 1st January
Hans Van Heek ~ 4th January
Yvonne Sutton ~ 28th January
Myrtleford Lodge Management, Residents
and Staff wish to express sincere
condolences to family and friends at this
sad time.

May they rest in eternal peace.



Activities at Myrtleford Lodge

Myrtleford Lodge continued to be a hive of activity following the Christmas New Year period. Many activities are enjoyed on a daily basis and we continue to enjoy our many visitors to the facility.



Susie Draper enjoyed a special birthday recently and Jeanette and Barbara enjoyed catching up with each other for a chat following lunch. Jack Jackson was also pictured ready to go for a walk in the garden and surrounds.



Bill's January rainfall totals.

Rainfall on 7 days

158mls in total for the month.

Thankyou Bill for your diligence in noting the daily rainfall from our Rain gauge.



Staying Active

Physical activity can have instant, lasting health benefits. It can:

- Improve your quality of life and make you feel more energetic.
- Help you to feel better overall and improve your mood.
- Get you out into the fresh air and help reduce feelings of loneliness and isolation and put you in touch with other people.
- Reduce the risk of illnesses like heart and lung disease, high blood pressure, diabetes, obesity, cancer, dementia and other health conditions.
- Help in the recovery of those who have had a stroke or other illnesses and conditions.
- Help you to lose weight if you want to, which is good for your health overall as well as might be good for your self-esteem.



The amount of physical activity you need to improve your health and stay healthy will depend on your age and level of health.

However, if you are generally fit and don't have mobility limiting conditions, then you should try to be active every day.

Try to do a range of activities throughout the week to help to maintain fitness, strength, flexibility and balance.

Myrtleford Lodge offer daily exercise group with Physiotherapist Kevin Sevilla and daily walks, weather permitting.

Activities at Myrtleford Lodge

Our Italian specific group enjoyed cooking pasta to enjoy together for lunch, thankyou to Bena Costantino providing her recipe for us all to enjoy. Bellissimo!



Our gentlemen have been enjoying catching up for a couple of drinks together at Happy Hour and enjoying an occasional game of pool together.

Laughter Yoga and daily exercises continue to also be well attended.

Staying active is staying healthy.



Activities at Myrtleford Lodge

Myrtleford Lodge Residents attended the Old School Museum in Myrtleford to view a very recently donated display of Shirley Mitchells wedding dress, Shirley was particularly delighted to show her fellow residents her dress and reminisce about her special day. What a beautiful bride you were Shirley.



Pictured below is Johan working on the tobacco which was at one time the biggest industry in Myrtleford. Johan's photo was also on display at the museum.



A note from the Administration desk

Front Reception:

A small reminder to our Resident Representatives and visitors to Myrtleford Lodge, the front reception desk is not attended on weekends and public holidays, we ask that any queries regarding administration matters be followed up during business hours please, Monday to Friday 8.30am to 5pm.

Donations:

Myrtleford Lodge are unable to accept donations of any books, magazines, clothing, recliners, paintings etc as we are currently more than well stocked in all of these items.

New current magazines are left at reception every fortnight for distribution and we thank our local supplier for keeping us well supplied.

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.



A vintage-style illustration of Cupid, a winged cherub with a bow and arrow, sitting on a green and blue striped cloth. He is holding a red heart-shaped object. Above him is a large heart-shaped wreath made of red hearts and pink roses. Two white doves are flying around him, one holding a red ribbon. The background is a soft, cloudy sky. The text is written in a cursive font over the left side of the illustration.

*“Valentines Day is
a chance to tell
your loved ones
that you love them
and enjoy the
pleasure of
chocolate without
the guilt”*

To my Valentine!