



# What's The Point?

August 2013



## Wheelchair Bus!

Woods Point recently acquired a wheelchair access bus, much to the delight of our wheelchair bound residents and the activities staff. No one was more pleased than resident Alice Lindhe who has been lobbying for the wheelchair access bus for some time now.

Alice was promised first ride and so the day after we had the new safety harness' installed Alice was all smiles as she 'rolled' up to the hoist and was loaded onto the bus for a trip to the Yarrawonga Community Opportunity Shop. Residents love the outings to this venue and Alice was incredibly happy that she could finally participate in the outing with the other residents.

Brr.... It's cold outside!

But the winter display in the foyer at Woods Point warms you up on site. Featuring many ways to keep warm in winter, including a roaring fire (with toasty marshmallows).

Gloves, scarves and boots can also be found in the display, or what about curling up on the couch on a cold winters day with a hot coffee, some Arnot's biscuits, your favourite fluffy slippers and watch a heart warming DVD.



Also forming part of the display is some snow gear with items



lent to us by RN Lyn who has recently revealed that she skied competitively overseas, it was just a shame that her competition ski's were too long to fit into the windows.



To help create the windows residents in high care, including Marion and Jessie (who are pictured below) painted snowflakes. Armed with paint brushes and light blue paint and some glitter for sparkle, it wasn't long before we had a large number of glittering snowflakes to place in the display.



# **Oral health for older people**

## **Why is oral health important?**

Oral health plays an important role in the health and well-being of older people and therefore quality of life.

- Pain and difficulty with eating can lead to poor levels of nutrition
- Poor oral appearance, bad breath and dental incapacity can lead to social isolation
- Oral disease is now implicated in peptic ulcers, respiratory and cardiovascular illness
- Dental decay is the most costly diet related disease in Australia ahead of coronary disease, hypertension and diabetes

## **What are the main oral diseases resulting from dietary factors & poor oral hygiene?**

- Dental decay
- Gum disease

## **What are the risks?**

- Age-physical and mental difficulties
- Institutionalisation
- Diets high in sugar
- Low saliva flow
- Chronic medical conditions and oral hygiene



## **Common myths**

- 'Tooth loss is an inevitable part of the normal ageing process'
- 'Most teeth are lost as people become 'long in the tooth' because of advancing gum disease'
- 'All adults are susceptible to severe gum disease'
- 'Today's medications do not reduce saliva flow'
- 'Dental decay is not a common oral disease in the older person and usually occurs in the young'
- 'Salivary flow decreases in all older people'

# **Oral health for older people (cont)**

## **Important points**

Ideally, teeth should be cleaned twice daily. The aim is to remove the plaque and food debris from in-between the teeth and around the gum margins.

- Brush all surfaces of the teeth and gums
- Work on two teeth at a time
- Be aware of any loose teeth and brush with care

## **Things to look out for and report to your dentist or a care staff member.**

- Painful teeth
- Ulcers lasting more than two weeks
- Gum abscess
- Bleeding gums
- Loose teeth
- Swelling
- Soreness or cracks in the corner of the mouth



## **Denture care**

- Handle dentures with care and avoid pressure on the weakest points
- Food debris and plaque need to be cleaned from all denture surfaces
- Preferably use a denture brush, toothbrush and water
- Ideally dentures should be removed at night, cleaned and stored in a container of cold water in a safe place
- Removal of the dentures allows the mouth to rest and prevents fungal infection
- Check the mouth for ulceration, ill-fitting dentures and food debris
- Clean over a hand-basin half filled with water to prevent breakage if dropped

**If residents require assistance with any oral or dental care please ask the Care staff who are willing to help!**



**Woods Point Birthdays**  
People celebrate their birthdays in many different ways. At Woods Point we like to celebrate them with a large sponge cake (filled with the traditional jam and cream filling) presented to the guest of honour.

A large crowd generally gathers to sing a rousing



chorus of Happy Birthday before the cutting of the cake.

Recent celebrants included Carmel O'Dwyer and Tony Doyle

**Happy Birthday**  
Mervyn Simpson - 1st  
Kath Johnson - 18th  
Jean Stewart - 30th



## Monday Afternoon Cooking

Every Monday afternoon a small group of residents gather to whip up something new for afternoon tea. In July they have made Apple Muffins, Jam Drops and 1-1-1 cake (although doubled to 2-2-2 so that there was enough to go around).



## Podiatrist Visit

July podiatry visit was postponed next scheduled visit:  
19th, 20th and 21st  
August





## Hairdresser

Unfortunately our regular hairdresser Catherine, has had to resign from Woods Point Aged Care. Catherine was devastated to be letting the residents down, however an accident has Catherine laid up for some time and she felt her only option was to resign.



Woods Point has sourced another hairdresser Kylie Vescio. Kylie has started already and is only too willing to meet with residents or their family members and discuss their hairdressing needs.

It will take a few weeks for Kylie to get to know everyone, but we are sure that you will all make her feel very welcome.

...Continued from front page.

These residents are lined up waiting to be picked up by the Woods Point bus after their visit to the Yarrawonga Community Opportunity Shop.



It wasn't long before they were all loaded up and heading home. Some had found a couple of great items and reasonable prices and all are looking forward to the next visit.



## Out and About

Some of the residents of Woods Point decided to make the most of the opportunity to inspect the new Target store that recently opened in Belmore Street.

All the residents believed they got some great bargains on their shopping day.

They chose to finish off the outing with a well earned cake and a coffee at the Yarrowonga bakery.



Any residents wishing to go on a outing please speak to our activities staff.

## Visitors Meals

Visitors are welcome to have a meal at Woods Point with their family member and friend, however there are limited numbers that can be catered for.



Visitors can book in for a meal via reception during the week or via kitchen over the weekend, and numbers already booked will be checked at the time.

Please understand that on very few occasions we will not be able to cater for large groups or many small groups. A day or more of notice is appreciated, but we will always attempt to cater for compassionate circumstances.

## Happy Hour

At 3pm every Friday is Happy Hour. Residents relax in the main lounge listening to their favourite tunes, indulge in a few light drinks and enjoy some finger food. Maria Glavan is pictured pouring a few drinks for some of the other residents. Hope to see everyone at Happy Hour next week..



## Wrap with Love

Our contribution to the Wrap with Love project continues with residents knitting squares which staff member Lili then joins together and the blankets are sent off to the project head office.

Pictured are Mary and Chas Hamm who both contribute squares towards the project. Chas spends a large amount of time visiting wife Mary who lives at Woods Point and they both knit while catching up on things.

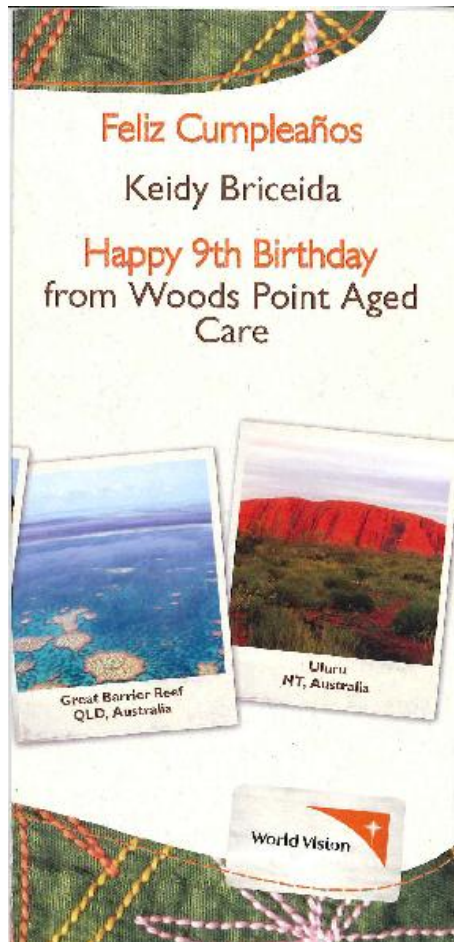


Mulwala library has been designated as a collection point for these blankets so Nancy, Edna, Norma, Lili and Pat recently delivered the latest batch of blankets from Woods Point. Keep knitting everyone!





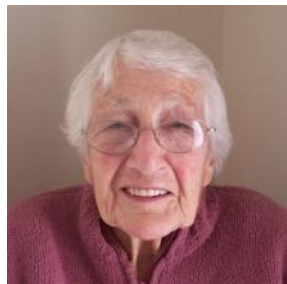
World Vision



Woods Point recently sent a birthday card to one of our sponsor children Keidy.

World Vision supply us with the cards which are preprinted and we simply write a small note and send it off to the sponsor child.

Keidy, who lives in Guatemala will celebrate her 9th Birthday on September 26th. If any resident wishes to write to Keidy or any of our other sponsor children please speak to administration staff so that we may assist you in getting your letter together.

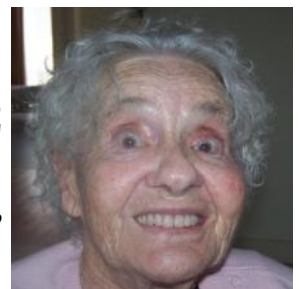


Residents and staff were saddened by the sudden passing of Mavis Ware in early July. Mavis had been a regular respite resident in the past and had only recently moved into

Woods Point permanently.

Also passing away in July was Annie Banks, Annie moved to Woods Point in December 2012 and will be sadly missed by all of us.

Our deepest sympathies are extended to Mavis' and Annie's families.



Do not regret *growing older*,  
it is a privilege *denied to many*.

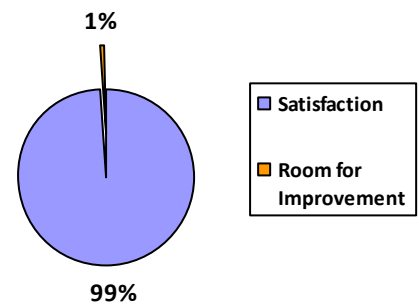
# Resident Survey – Summary Report

A resident survey was conducted during June 2013. There was a response rate of 42% which means that the responses are indicative only as they do not necessarily reflect the views of the majority of residents. A number of residents indicated that as they felt they did not have any issues and are happy with their care, they did not wish to complete the survey.

## Overall Satisfaction:

Satisfaction = 99%

Room for Improvement = 1%



## Conclusion:

**99% overall satisfaction is an outstanding result, and all staff of Woods Point Aged Care thank you for your highly positive responses and comments. Your appreciation adds to our enjoyment and satisfaction, and we are so very pleased that such a large majority are satisfied and enjoying Woods Point as their home. We will continue to work hard to meet your needs and expectations, and provide high standards of care.**

Nil significant areas of dissatisfaction were indentified, however, if we can, we will try to improve the overall satisfaction by providing information about what we are able to provide, and addressing any individual issues if possible.

Responses to some individual comments throughout the survey may assist in improving information for all:

**Meal sizes:** the information is provided by resident and/or representative on admission on one of the many forms. Residents are asked to please speak with Catering staff if they wish to alter their meal sizes. This occurs often and the survey results indicate that the outcomes are usually satisfactory to residents.



**Table service at higher number tables:** Systems are in place to ensure, as much as practicable, that meal service is timely and meals are the same temperature and presentation



from Table 1 to 13, and to visitors attending for a meal. Meal service of all courses, ingestion of food and fluids, medication administration and clearing of tables usually occurs in less than an hour for 70 residents in the Low Care Dining Room. Occasionally service may be later if unseen circumstances arise, however in usual situations and balancing all aspects and possibilities, meal service is over a reasonable time. Woods Point will take this on board, and if possible, improve in the future.

**Lunch barbecue outdoors:** this was specifically requested by residents during monthly Resident meetings. We will continue to endeavour to address any comments and requests.

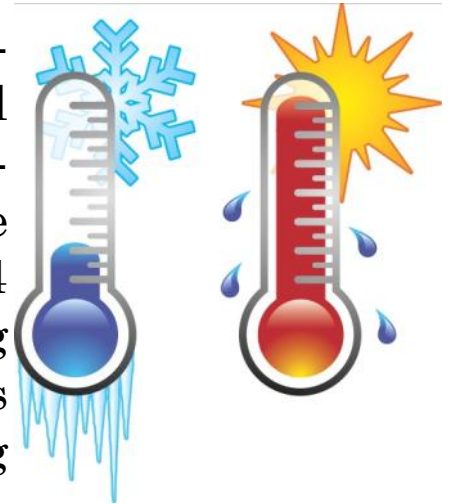
**Woods Point menu** is developed by a Chef and Dietitian, and continuously reviewed. The menu follows Dietitian recommendations for Aged Care. A balanced normal diet is the recommendation for residents with diabetes in Aged Care. Meals and drinks served follow these guidelines. Carbohydrates and sugar between meals is not recommended.

**Location** of call bells are as prescribed by building recommendations for Aged Care, and have been shown to be highly effective. Call bells too close to the floor are not as useful.

**Noise** level comment will be forwarded to staff via staff meeting to ensure attempts are made to keep noise at a reasonable level.

**Singular** comments from a resident related to staff are best addressed on an individual basis. Director of Nursing is available.

**Environmental controls:** Heating/Cooling units in individual rooms can be used to cater to individual preferences within reason. For example – a setting of 32 degrees in a small area is unsafe and the potential for dehydration is high. 3 or 4 room units are connected, which means that those 3 or 4 must all be on heating or all on cooling settings at the same time. Most residents are able to use their heating/cooling units to suit, but this is especially difficult during changes of season. The communal areas must cater for many. There can be many individual preferences, and we do try to ensure the environment is comfortable for the majority. We will continue to try to improve it for all.



**Wheelchair bus** has been purchased for outings with Activities staff. Many residents and staff are very excited about it.

**The Resident Information** Booklet p. 11 contains information related to ironing, which is not provided at the facility, however an iron and ironing board is available in residents laundry.

**Lighting or reflectors** at front gate will be assessed during new building work process.

**Information** will be forwarded to staff about ensuring a resident can communicate their needs and preferences even if speech is difficult or soft.

Copies of the Survey Results and Summary will be filed in the minutes folder of Resident meetings located in Low Care lounge after being tabled at the next meeting, and will be forwarded to staff meeting. Copies of the Survey Summary will be attached to the next Resident and Staff newsletters

**Thank you to everyone who participated in the survey, and thank you again for such a positive and impressive result.**



## Myrtleford Lodge

This month 8 of our residents travelled to Myrtleford Lodge. They were treated to morning tea upon arrival. Coffee and tea was served by one of the Myrtleford residents with cakes that were made by the residents in their cooking activity.

We were shown around the facility by one of the ladies, before enjoying a lovely lunch and a chat. After lunch we had a walk around the beautiful gardens, including the very productive veggie



patch. At this point the weather was starting to look threatening so we thank our wonderful host's at Myrtleford Lodge and made a start for home. On our way we stopped to take

photo's of the huge tree on the outskirts of town.

Merv and Ivan were most interested and had to have a photo to remember. Half way home we found this interesting little bus stop at Everton. It seemed to have everything to make your wait for the bus as comfortable as possible. Shirley decided to have a closer look and rang a friend while she was at it.



# Representative Survey - Summary Report

**A resident representative survey was conducted July 2013.** There was a response rate of 35%, lower than 2012 response of 49%, which means that the responses are indicative only as they do not necessarily reflect the views of the majority of residents/representatives.

## **Overall Satisfaction:**

**Satisfaction = 97%**

**Room for Improvement = 3%**

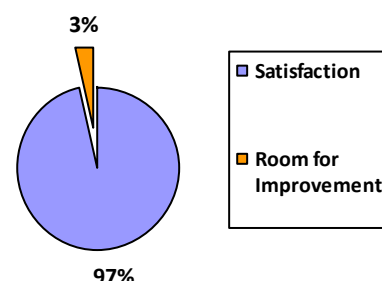
## **Conclusion:**

**97% overall satisfaction is an excellent result, and all staff of Woods Point Aged Care thank you for your highly positive responses and comments. We will continue to work hard to meet your needs and expectations, and provide high standards of care.**

Responses to some areas of dissatisfaction and to individual comments throughout the survey may assist in improving information for all.

**Section 2 Choice and Decision Making** – Residents are asked on admission whether they prefer showering in the morning, afternoon or evening and what their usual bedtime and waking time is. At all times staff endeavour to adhere to these preferences. We are unable to attend to all showers within a short period of time, for example, prior to breakfast, but will always endeavour to adhere to the choice of, e.g., mornings. Please speak with staff about any individual preferences that we may be able to better provide, and if there are any specific issues with bedtimes or waking times.

**The primary contact** for the resident is contacted on a monthly basis when the resident is 'Resident of the Day'. This gives us the opportunity to ask if there are any issues or suggestions that you, as primary contact, may have, and gives the opportunity for input into care plan reviews.





Staff leave a message on your phone if there is no answer. Care plans are reviewed monthly at this time, and also as required if care needs change significantly.

**Section 7 Laundry and Cleaning** – Folding and putting clean clothes away – results of the survey will be forwarded to Environmental Services staff, and discussions will be held to try to find ways to improve this.

**High levels** of satisfaction were indicated with cleanliness, however we will still make all attempts to increase satisfaction levels.

**Attempts will continue** to be made to ensure all labelled clothing and items are returned to the correct resident. We are unable to take responsibility for unlabelled clothing or items.



**Section 8 Food Services** – Residents are always encouraged to speak with Catering staff to ensure meal sizes are as they would like. Most feedback indicates satisfaction in this area.

Temperatures of meals are tested regularly, and service methods have been upgraded over the last few years as a



method of improvement. Comments since then have usually been positive. Woods Point will endeavour to improve satisfaction levels even more.

There is usually a hot element to evening meals e.g. Spanish omelette, vol au vents, chicken wings, pasta.

**Meet with Speech Pathologist** - Please speak with the RN in charge to meet with the Speech Pathologist if required. (Apologies – name not supplied on questionnaire so unable to follow up individually)

**Keys to room** and drawers can be supplied if needed. Please see Reception staff.

## Bobs Comp

The students from the Sacred Heart Primary returned for their challenge round of Bob's, this was a follow up from the first visit in which Sacred Heart defeated Woods Point.

Unfortunately for us they did it again with Sacred Heart's score of 1420 well and truly downing us on 1180.

Although we suffered defeat a second time a great time was had by both students and residents.

This picture of Joyce was captured just after she sent her 'bob' down the 'alley'.



## Winter Warmers

With the wintry weather making life dreary we decided to have a Track Suit Day just to feel all warm and fuzzy. Staff joined in with their warm winter clothes and an afternoon tea of hot finger food was enjoyed by all.



Two weeks later we all had a fun day with staff and a few residents wearing their winter pyjamas for the day. Our afternoon tea was very special too, we had a chocolate fondue part-



nered with sliced banana, strawberries and marshmallow.

Residents enjoyed choosing their fruit or sweet, then covering it with beautiful milk chocolate.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	5 9.30 - 4.00 Crossword Sunshine Walks Anglican Church Cooking Afternoon Tea	6 9.30 Catholic Mass 9.30 - 4.00 Days of our lives Bobs 1.30 Cobram Harminqs	7 9.30 - 4.00 Hair Nails Massage Movie	1 10.30 Resident Meeting Exercises/Scarves Balloon Games Sunshine Walks Sunshine Therapy	3 1.30 - 4.00 Card Bingo Movie	4 1.30 - 4.00 Craft Movie
12 9.30 - 4.00 Crossword Sunshine Walks Anglican Church Cooking Afternoon Tea	13 9.30 Catholic Church 9.30 - 4.00 Memory Box Craft Jigsaws	14 9.30 - 4.00 Hair & Nails 10.30 Piano Lady Massage Movie	15 9.30 - 4.00 Crossword Days of our lives Sing-a-long Movie	16 9.30 - 4.00 Memory Box Jigsaw Craft 3.00 Happy Hour	17 1.30 - 4.00 Craft Movie	18 1.30 - 4.00 Games Movie
19 9.30 - 4.00 Crossword Sunshine Walks Anglican Church Cooking Afternoon Tea	20 9.30 Catholic Church 9.30 - 4.00 Table Ball Craft Linen	21 SPECIAL BREAKY 9.30 - 4.00 Hair Nails Massage Movie	22 9.30 - 4.00 Crossword Days of our lives Sing-a-long Movie	23 9.30 - 4.00 Craft Table Ball 3.00 Happy Hour	24 1.30 - 4.00 Card Bingo Movie	25 1.30 - 4.00 Garden Walks Movie
26 9.30 - 4.00 Crossword Sunshine Walks Anglican Church Cooking Afternoon Tea	27 9.30 Catholic Church 9.30 - 4.00 Table Ball Craft Linen	28 9.30 - 4.00 Hair & Nails 10.30 Piano Lady Massage Movie	29 9.30 - 4.00 Crossword Days of our lives Sing-a-long Movie	30  9.30 - 4.00 Craft Sing-a-long Birthday - Jean Stewart 3.00 Happy Hour	31 1.30 - 4.00 Movie Craft	