

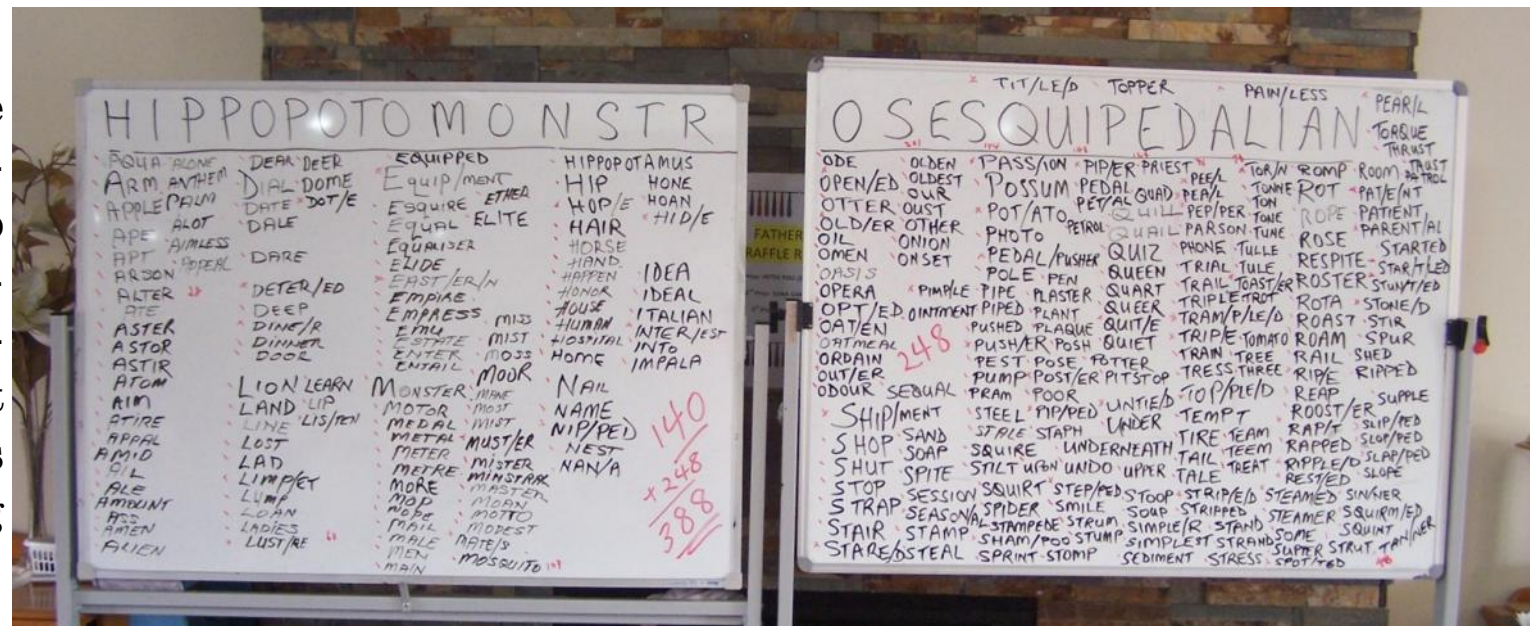
October 2015

In September the residents at Myrtleford Lodged Aged Care sent a challenge to our residents. How many words can you find in the word: HIPPOPOTOMONSTROSESQUIPEDALIAN.

The time limit was set to 1.5 hours.

Woods Point residents accepted the challenge with enthusiasm. We set a timer with Gavin and Linda spent the next hour and a half writing up the words on separate boards as the residents called them out. It was quite an exercise. The end result was 388 words and hopefully no words were duplicated or counted twice.

Myrtleford Lodge have not yet revealed their results for this challenge so we have a sneaky suspicion that they have conceded defeat and are not wanting to embarrass themselves by sending over their word count.



Tegan's Enchanted Beauty Waxing

Tegan's next visit will be
Friday 23rd October
If you don't already have an
appointment please see
reception.

Hair Appointments

Mondays, Wednesdays
and Thursdays

Appointments can be
made directly with

Kylie or by leaving your
name with reception.

Resident and Representatives meetings are held monthly.

The meetings are held on the first Thursday of the month at 10.30 in the main dining room.

All residents and their family representatives are invited to attend these meetings.

Thursday Oct 1st



*"Happy Hour" is
hosted in
the main
lounge every
Friday at
3pm.*



*Come along and listen
to some music, enjoy
a sherry, beer, wine,
shandy or a soft drink
& have a chat with
the other residents!*



Podiatrist Visit
October 5th and 26th



Happy Birthday

Celebrations were held for the birthdays of those residents born in September. Residents came together to wish good cheer and enjoy the cakes that the kitchen had whipped up, all washed down with a hot cuppa. Some of the residents even had a second slice of cake.

Happy birthday to all.



Carpet Bowls



The monthly carpet bowls competition is run a bit differently from your standard game of carpet bowls. Our residents roll the balls down on the carpet and try to hit the jack (the white ball) and score points. Joanne, our volunteer, oversees the

game and keeps the scores. At the end of each month the winner/s and runners-up are announced.

If you would like to have a shot at carpet bowls joins us in the main lounge on Tuesdays at 10.30am.



Dietitian

Harriet Atkinson is our new dietitian who has just completed her 4 years of study and has been working as a dietitian for about 5 months now.

Harriet's role entails undertaking nutrition assessments and reviews on residents that may have been referred for nutritional issues including weight loss, weight gain, food allergies or intolerances, poor appetite, nausea and vomiting, bowel problems such as constipation or diarrhoea, diabetes and more.

Liaising with the nursing staff, family, kitchen staff and the whole health care team, as well as the resi-



dent in order to collect the required information to devise the most suitable nutrition care plan for the resident. Monitoring the outcomes and altering the nutrition care plan where appropriate. Communicating the devised plan with the

kitchen staff and nursing staff to ensure the changes to a resident's diet are put into place. These plans may include an increase or decrease in the nutrition supplements provided for a particular resident, a change in diet type and the size of a resident's meal.

The dietitian may also assist the kitchen to ensure they are meeting required standards for meals provided in aged care facilities.

Dietitian

A recent menu analysis was undertaken earlier this year by the previous dietitian Morgan Savy. One outcome of this analysis has been the shift from previously providing supplements drinks to now supplementing the food for residents using food fortification techniques.



Harriet says that “from a young age I always wanted to work in the health field. I love interacting with people of all ages and being able to make a positive impact on somebody’s life. I have always had a love of food, science and health, and dietetics allows me to combine all those things”.

Harriet’s tells us that being able to make a positive impact on an individual’s health is the most rewarding part of the role. I also love working with people and my role as a dietitian allows me to do this, not only with each resident but with everyone involved in the care of each resident I

am seeing.

Being able to put into practice my knowledge and skills around diet and health on a daily basis. As well as continuing to learn and build on these with exposure to different patients and as research, evidence and guidelines for practice progress and change.

Unfortunately for Harriet she says “it can get lonely working as a sole practitioner, however I have lots of colleagues and mentors to call on”.

“Also only working limited hours can mean I don’t get to know all the residents and staff well”.

Reflection Ceremony



Thursday 29th October at 2pm.

This ceremony will be a time to reflect on those residents who have passed away between 1st September 2014 and August 31st, 2015

We welcome your attendance.



Concerns?

If you have any issues that are of concern – Please discuss with staff at Woods Point.

This can include Care staff, Catering staff, Environmental Services, RN, Reception, Activities staff as relevant to your concern.

Staff are happy to help and will endeavour to address your concern asap.

Another option is to complete an Improvement Form. These forms are available in the Low Care lounge, and a box is situated there for you to place completed form into.

The next step if an issue needs further discussion is to see the Director of Nursing.

If a concern is unable to be addressed through this internal mechanism, Residents and Representatives are able to contact external bodies. E.g. Aged Care Complaints Scheme, Advocacy Service.

This information is included in the Resident Information Booklet that all receive on admission, and brochures are available near Reception.

Quality Aged Care

Your role as a Resident in Quality Aged Care

Many people play an important role in aged care: providers, staff, residents, their friends and families, government departments and regulatory agencies.

The best results are achieved when everyone participates fully. The purpose of this brochure is to briefly explain your role and the role of the Aged Care Standards and Accreditation Agency in quality aged care.

You can help to ensure quality of care by:

- ▾ Being informed
- ▾ Making the aged care home aware of residents'

likes and dislikes

- ▾ Making suggestions for improvements, or

- ▾ Letting the home know you are happy with the way things are

- ▾ Participating in meetings, focus groups, interviews and surveys

- ▾ Making it known when you have concerns.

- ▾ Reporting your concerns either in writing or verbally.

What you should expect from residential aged care homes

Homes regularly assess



their own performance against the Accreditation Standards. To do this successfully, we need to hear from you. Whether you are a resident, a friend or relative, participating helps the home to see where it might need to make changes and to know what it is doing well. You may choose to participate in formal consultation, such as surveys, and give informal feedback through day-to-day conversations with staff at the home.

If you have problems or complaints, you should discuss these with Management.

If the home does not help,

Quality Aged Care

you may wish to contact the Aged Care Complaints Scheme.

All residents have the right:

- ▾ To be treated with dignity and respect
- ▾ To be informed about Agency visits and be given the opportunity to talk in private
- ▾ To be given choices in your daily living for example, the food you eat and the activities you enjoy.
- ▾ There is also a Charter of Residents Rights displayed around the facility and in the resident hand-



book.

The facilities role in Quality Aged Care:

Continuous Improvement is a systematic, ongoing effort to raise a residential care home's performance as measure against the 44 Accreditation Standards.

Continuous Improvement:

- ▾ Takes into account the needs of residents, and may involve them in improvement activities.
- ▾ Involves a focus on lifting performance in each of the Standards focusing on systematic and integrated improvements with clearly defined objectives.
- ▾ Is results-focused which can be demonstrated

through outcomes and actions.

- ▾ Ranges in scale from smaller programs to significant initiatives.

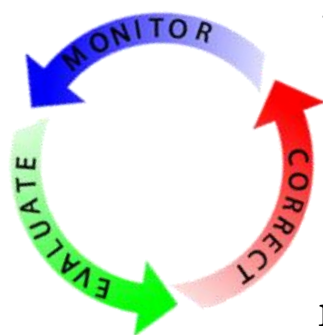
Continuous improvement involves the establishment and support of a culture that aims for better practice in care and services for residents.

A culture of continuous improvement means the residential aged care home is responsive to change from a variety of inputs and can continually develop a quality service that is of value to the residents.

A sound continuous improvement program can demonstrate the following:

Quality Aged Care

- ▾ Results – actual improvements made and their benefits to residents
- ▾ Planned and projected results – actual improvements planned or being introduced and benefits to residents
- ▾ Baseline – the current situation the home is trying to change



- ▾ Monitoring – systems to monitor a new process or activity during implementation

- ▾ Evaluation – systems to monitor a new process or activity once it has been imple-

mented and sustainability. One aspect that distinguishes an organisation that 'actively pursues continuous improvement' from one that does not is the existence of a planned approach to improving.

We are continuing to demonstrate this in every aspect of daily care and service provision and ensures quality in Aged Care is clearly demonstrated.

We are proud of what we deliver and encourage you to communicate your needs, requests and concerns with us so we can continue to meet your needs.

Marita Seamer
Director of Nursing



In September we farewelled residents Ken Lindfield, Mary Ivers and Beryl Gillespie.

Our condolences are extended to the families at this sad time and

*A reminder to residents
or visitors who smoke
to please not leave
cigarette butts on the
ground.*

Labelling

Labelling is offered for all items brought in by a resident on admission. See Reception staff to obtain an order form if you don't already have one.

Please let staff know if new items are brought in after this. By handing new clothing items to reception staff, these items can be taken directly to the laundry for labelling.

Clothing labels are \$35 for 50 or \$70 for 100.

It is not possible to find the owner of an item if it is not labelled – especially clothing.

Thank
you



Entertainers

Barbara, Woods Point's piano lady, hits up some great old time tunes for the residents to enjoy. With lots of singing and some dancing to old standards such as "Click go the shears", "Ain't she sweet" and "Lovely bunch of coconuts"



Cobram Harmoniques entertained Woods Point residents recently with some old time favourites including "Daisy Daisy", "Home on the Range", "Pack up your troubles" and "Grandfather clock".

Residents were seen tapping their feet and a clapping along to the music.

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, lollies 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.



Just a couple of photo's this month, with the extension almost finished, we are going to post extensive photo's in next months newsletter.

And will load some to our website.



Happy Birthday to these residents who are celebrating in October:

Albert Reeves - 3rd

Alma Jeffrey - 7th

Ken Stevens - 9th

Doris Carter - 10th

Bessie Stevens - 12th

Dorothy Crothers - 19th

Join them in the dining room for cake and a cuppa on October 14th

Time for Fun!

A Husband takes his wife to her 25 year high school reunion. After meeting several of her friends and former school mates, they are sitting at a table where he is yawning and overly bored.

The band cranks up and people are beginning to dance. There's a guy on the dance floor living it large, break dancing, moon walking, back flips, buying drinks for people, the works.



Wife turns to her husband and says "See that guy? 25 years ago he proposed to me and I turned him down". The husband signs and says "Looks like he's still celebrating!!!"

An single lady decided to give herself a treat for her 70th birthday by staying overnight in a really nice hotel.

When she checked out the next morning the desk clerk handed her a bill for \$500.

She demanded to know why the charge was so high.

The clerk told her that \$500 was the standard rate and breakfast had been included had she wanted it. She insisted on speaking to the Manager. The Manager appeared and announced "This hotel has an Olympic-sized pool and a huge conference centre which are available for use".

"We also have the best entertainers from all over the world performing here."

The lady replied "But I didn't have breakfast, I didn't swim in the pool and I didn't go to one of the shows to see the entertainment".

The manager's response was "well, we have them and you could have".

After more discussion the lady finally agreed to pay and handed the manager a cheque. "But this cheque is only for \$100" said the manager.

"I know" said the lady "I charged you \$400 for sleeping with me".

"But I didn't" said the very surprised manager.

"Well, I was here and you could have" replied

the lady



Spring Golfing Fun!

Mini golf was on the program for the month of September and the weather was obliging, giving us a lovely warm spring day.



Most of the residents had played golf before moving to live at Woods Point, so the stakes were high and the competitive spirit was evident.



Other residents not playing were happy to be spectators, chatting amongst themselves and cheering on the players.

Hopefully, spring will continue providing us with these perfect conditions and there will be many more days out on the golf green.



