

What's The Point

October 2016



Woods Point residents took a trip to Corowa whisky and chocolate mill for afternoon tea. The mill dates back to the 1920's and has been abandoned for 40 years. The council sold the mill for \$1.00. It was Council's keen desire that something be done to keep the building heritage, which the new owners have done. Residents were treated to scones jam and cream washed down with hot coffee and tea. The residents also bought some delicious chocolates .

RESIDENT REPRESENTATIVE SURVEY 2016

Thank you to all who contributed.

A low response rate creates difficulty in identifying system areas for improvement, however a satisfaction rate of 97% is a strong indication that the organisation is meeting the vast majority of needs. A great result

We understand that many people are very busy, and when all needs are being met chose not to complete the survey.

Total responses = 1078.

Strongly Agree = 329 (30%), Agree = 592 (55%), Disagree = 29 (3%), Strongly disagree = 2, N/A = 126 (12%)

Identified areas for improvement:

Section 8, Q5: (13%) 3 respondents disagreed and 1 respondent strongly disagreed that Meals & Drinks are served at the correct temperature.

All other questions had 90% or more satisfaction rates.

The current Food services and menu are currently being reviewed as a result of the recent Food survey, Resident survey and Resident Representative survey.

The surveys showed high satisfaction rates, however the aim of Woods Point Aged Care is to improve.

There were very few disagree and strongly disagree responses – however the following may be informative:

Resident Meetings are held the first Thursday of every month at 10.30 am, and all Residents and Representatives are welcome. All Residents understand, though, if representatives live away from the area and are unable to attend.

Any suggestion, comment or complaint noted in the meeting is addressed if at all possible, and with consideration for majority preferences. Not all suggestions and comments are able to be reasonably implemented, however everyone has the opportunity to make them.

Resident Information Booklet, which all receive on admission, has a lot of information which is helpful. Woods Point website www.bentleywoodpl.com.au includes Resident Information Booklet, newsletters, monthly activities calendar and What's On. The newsletter is placed in Low Care lounge for all to read – as are the minutes of Resident and Relatives meetings. Newsletters are emailed to primary contacts who provide an email address. Improvement forms generated by Residents or Representatives and outcomes are noted in the Logbook in Low Care lounge. Available to all to read.

Many Residents have their own phone. If your relative/friend is unable to speak on the phone, and you wish to have more information - other than the opportunity when care staff ring Primary contact for Care Plan Consultation during Resident of the Day each month– Please ring the facility and staff will be able to answer your questions.

Some Residents have the capacity to be their own advocate during Resident of the Day. These Residents are able to let their families know how they are, and to let staff know if they have an issue.

Primary contact is determined on admission, and Residents with the capacity will let staff know if they themselves wish to be the one consulted during Resident of the Day.

Primary contacts are informed by RN in charge if there is an acute change in condition, and RN staff are working hard to try to contact all relevant persons after Doctor rounds. (Although an extended phone call may not be possible for all at this time.)

Please ask RN in charge when Allied Health such as, Speech pathologist, is due, and discuss the reasons you feel the referral is required. There may have been previous visits and notes that the RN can inform you of, including the outcomes, which may address your concern, or the RN can then add your Relative to list of Residents to be seen if it is clinically required. The Dietitian sees all Residents with Diabetes annually, and sees other Residents if there is significant unintentional loss of weight as identified during ROD.

All Allied Health professionals have a finite number of Residents they are able to see, and so the list must be prioritised related to most severe health concerns. They all endeavour to see as many Residents as possible, and are a friendly, helpful and professional group. Woods Point Residents and staff appreciate their visits.

Aged Care facilities are not able to provide staff to take Residents to and from appointments – the staff on shift are responsible for a number of Residents and are unable to leave for one.

We value the security of the residents, staff and facility which means that doors are locked of an evening, and sometimes visitors need to wait for staff to open exit doors. Staff are attending to residents care needs – but are happy to help when they are walking through the corridors or working in care stations.

Call bells are in all resident rooms and communal areas, and the last audit in March showed that the volume of call bells is high, but that 89% of call bells were responded to within 10 minutes.

For any specific concern or question related to your family member – Please continue to talk to relevant department staff or RN in charge.

Resident Activities meetings have been setup to enable Residents to have more input into changes to the Activities calendar / suggestions. Activities will be discussed, and trialled if at all possible, and

All Residents and/or Representatives receive
RESIDENT INFORMATION BOOKLET at or pre admission.

Information related to *Valuables / Spending Money* on page 18
is noted below.

Residents are discouraged from leaving valuables or large amounts of cash in the facility. Woods Point Aged Care will not take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. Woods Point encourages all residents to take out their own insurance policy to cover valuables. Residents and or their family members who insist on leaving valuables in the facility may do so after exonerating the facility from any responsibility.

Residents often require some spending money (petty cash) for the purchase of small items or services such as hairdressing and outings.

A petty cash system for small amounts of money for residents who require such a service is available for these items at reception.

A copy of Results and Summary Report will be:

- Added to Resident Meeting minutes folder – in Low Care lounge
- Added to Staff Meeting minutes folder

Summary Reports will be added to next Resident newsletter and next Staff newsletter.

All Residents, their Representatives, and Staff have access to Survey Results.

Staff in Care/Health delivery services are usually quite busy – Due to the nature of the work, available funding, and maintaining a viable facility. Woods Point staff to resident ratios are some of the highest in the industry. We receive great feedback about staff, care and service from Residents, Representatives and Visitors – and thank you again for the wonderful comments, and the great result of this survey. We do endeavour to please, and we work to deliver care and service of a high standard. Results of the Survey will be passed on to staff to let them know of the appreciation for their hard work and great attitude.

Please continue to speak with Woods Point staff about any reasonable concern you may have – Your input is welcomed – and we will endeavour to address any item of concern if at all possible.

[Thank you to everyone who participated in the survey](#)

SPRING DANCE

Spring is usually a calm and cooling time, but Woods Point held their spring dance and what a night. The theme was rock and roll and the music was cranked up no time for sitting. Dancing and lots of laughter could be heard throughout the building.

Residents, volunteers and staff danced all night . The kitchen served delicious finger food which was enjoyed by all .

SPRING DANCE PICTURES



Hairdresser Price increase as 1st October 2016 & Holidays

Ladies

Blow wave or Set	\$23
Trim and blow wave or set	\$35
Trim only	\$23
Colour and blow wave or set	\$65
Perm and trim and blow wave or set	\$68

Men

Trim	\$15
Trim and beard/Moustache trim	\$18

**Kylie will be away from the
23rd October
To
14th November**



Albert Reeves

3rd

Doris Carter

10th

Bruce Overall

11th

Wilbur Clough

13th

Peter Christie

14th

Dorothy Crothers

19th



MUSIC AT WOODS POINT:

3 new CD players have been purchased for each wing which should beat out a very enjoyable sound for the residents to enjoy.

Our fabulous volunteers have raised the funds to enable the purchase of a new piano. The residents and staff are delighted at the beautiful music now emanating from the low care lounge. It has encouraged our visiting musicians back.

A HUGE THANK YOU TO THE
VOLUNTEERS FOR THIS





In loving memory of;

Lillian 'Myrt' O'Bryan ~ 2nd September 2016

Enid 'Joyce' Cameron ~ 3rd September 2016

Ted Isherwood—7th September 2016

Len Camm—9th September 2016

Stuart Lonie—11th September 2016

Alice Lindhe—14th September 2016

Woods Point Residents, Staff & Management extend sincere condolences to the families and friends.

May they rest in eternal peace.

Fresh Fruit

Residents are reminded that fresh seasonal fruit is available from the Kitchen at any time.

Please just knock on the Kitchen door to ask the catering staff who will be very happy to assist you.

As a result of feedback from surveys, conversations and resident meetings a menu review has been undertaken with input from the Catering Manager, staff and our Dietitian—Harriet Atkinson.

From 3rd October you will see many changes to the menu which will include dessert offered of an evening—3 evenings per week. The menu has also been altered to offer more variety and meet the many needs of our residents.

Feedback will be sought from residents as the menu will be ever evolving to meet your needs.

If you have any ideas or suggestions please see kitchen staff.

ENTHUSIASTIC MEN'S SHEDDER

Resident Rod Zass has become a very enthusiastic “Men’s Shedder”. So much so that a committee member from the Yarrawonga Mulwala Men’s Shed now collects Rod from Woods Point every Monday morning and takes him to the Men’s Shed to help out for a couple of hours before returning him shortly before lunch.

The project Rod and his Men’s Shed workmates are currently working on is a

series of wooden trees to decorate the Mulwala shopping strip next Christmas. And to keep his good clothes clean, Rod now proudly wears his own Men’s Shed shirt and a pair of bib-front overalls.

Well done Rod. Pictured with a Men's shed club member that collects Rod each Monday morning



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PRIVACY

Residents and Representatives need to ensure staff privacy is maintained at all times. It is unacceptable to video any staff member undertaking clinical or care of residents. If you have any concerns please arrange to speak to the Director of Nursing or Deputy Director of Nursing to discuss your concerns.

Each month we profile some of the expected outcomes of the Accreditation Standards.

2.7 Medication management

The expected outcome of 2.7: Medication management requires that:

Residents' medication is managed safely and correctly

The focus of this expected outcome is 'results for residents' and may be as follows:

Management demonstrates residents' medication is managed safely and correctly.

Management can demonstrate staff compliance with the medication management system.

Management can demonstrate the medication management system is safe, according to relevant legislation, regulatory requirements, professional standards and guidelines.

Residents/representatives confirm they are satisfied that medication managed safely and correctly.

Some of the areas we consider when managing your medication is ensure the policies and procedures are in accordance with the Drugs and Poisons Act, to ensure safe administration of medications to you.

In consultation with the GP, pharmacist, staff and other health professionals we are striving to provide you with medications that improve your health outcomes, manage your condition as well as minimizing the number of medications administered daily to avoid unnecessary side effects. All staff administering medication completes a comprehensive medication clinical competency which involves three clinical assessments to ensure only competently trained staff administer your medications. The Registered Nurses are responsible to ensure this education is continuous and they monitor staff practices and competency.

Audits and surveys are undertaken on a regular basis to determine areas of non compliance and any medication errors that occur are

We understand you have preferences for different medications, herbal treatments and therapies as well as allergies to medications, therefore we encourage you to communicate these preferences and concerns to the staff to ensure we can maximise your health by providing you with correct medications.

Pain management is a big focus of medication management and we also look at alternatives to medications such as the Hotteeze pads, massage and warm showers to reduce the need for medications. However if you are experiencing pain please ensure you communicate this to the staff caring for you at the time so it can be managed effectively.

Some Residents are able to self administer their medications and we encourage this to occur to promote independence. For self administration to occur an assessment is undertaken monthly to ensure you are safe to administer your own medication. This ensures if you become unwell or unable to continue with self medication, you are not expected to continue and the staff would commence administering medication. If you would like to discuss the option of self medication please speak to a Registered Nurse to discuss the option.

Unfortunately with all the checks and balances in place, the ongoing education and competency assessments, medication errors still occur on an irregular basis. At Woods Point we ensure all medication errors are reported on an incident report, fully investigated and actions taken according to the type of incident. You can be guaranteed all medication incidents are taken seriously with steps in place to minimise the affects of such incidents.

If you would like to know any information about the medication administered to you, alternatives, side effects, pain management strategies and any other information related to Medication Management please do not hesitate to contact your local GP, Pharmacist or the Registered Nurse.

Marita Seamer