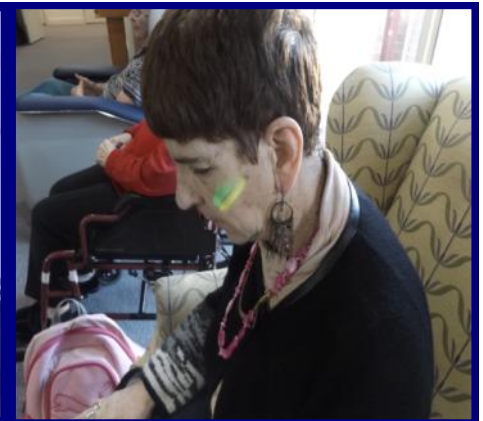
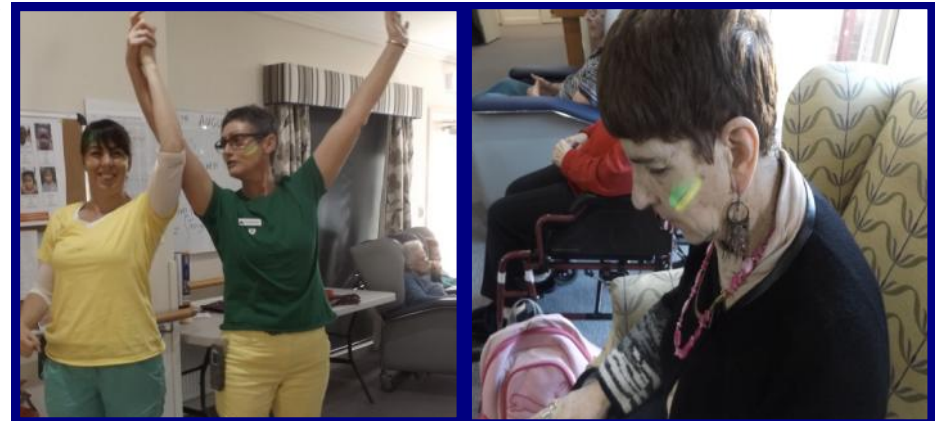


# What's The Point? September 2016

The 2016 Olympics were held at Rio this year, but Woods Point held their own Olympics at Yarrawonga ,

staff dressed up for the occasion and all played a variety of sports on the day as residents cheered on.



## Dementia Awareness Month—September

Dementia Awareness Month runs from 1 September to 30 September every year. The theme for 2016 is

*"You are not alone".*

National Dementia Helpline:

1800 100 500

### **Hair Appointments**

Mondays, Wednesdays and Thursdays

Appointments can be made directly with

Kylie or by leaving your name with reception.

"Happy Hour" is now being held on Saturday Afternoons at 3pm in the main lounge.

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



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



### **Podiatrist Visit**

5th September 2016



**A Resident Survey was conducted by Woods Point Aged Care during JULY 2016. The purpose of the survey was to assess how well the organisation is meeting resident needs and expectations and to identify areas for improvement which will assist decision making. It is important to note that the survey looked at systems to see where improvements can be made, not individual staff members.**

**There was a response rate of 62 % which means there is confidence that the responses are reflective of the majority of residents and therefore reflect valid and reliable responses from which decisions can be made.**

**A summary of the survey findings are provided below and includes a summary of the key areas of satisfaction (Agree or Strongly Agree responses) and key areas for improvement where there were 10% or more Disagree or Strongly Disagree responses.**

**Thank you to all who contributed.**

**A high response rate ensures confidence that the results reflect the majority.**

**Overall satisfaction of 96% is a fantastic result, and is a strong indication that the organisation is meeting the vast majority of needs and expectations.**

**A great result!**

**For Residents who were unable to complete the survey –the Resident Representative Survey was also distributed in July which allows everyone the opportunity to have a say.**



Total Responses = 2080. (29%) 597 of 2080 = strongly agree, (65%) 1360 of 2080 = agree, (4%) 74 of 2080 = disagree, 4 of 2080 = strongly disagree. ((2%) 45 of 2080 = N/A.)

Comments, Suggestions & Complaints, Section 3,

Q7: (12%) 4 of 32 respondents disagreed that they have access to staff when needed

Living Environment, Section 6,

Q7: (12%) 4 of 32 respondents disagreed that personal belongings are safe in their room

Food Services, Section 8,

Q1: (18%) 6 of 32 respondents disagreed that there is variety in the meals and drinks

Q5: (28%) 8 of 32 respondents disagreed and 1 of 32 strongly disagreed that meals and drinks are served at the correct temperature

Q7: (12%) 4 of 32 respondents disagreed that meals are well presented

Q8: (25%) 8 of 32 respondents disagreed that they are informed when there are menu changes

Q9: (16%) 4 of 32 respondents disagreed and 1 of 32 strongly disagreed that they are aware that fresh fruit is available from the kitchen



Q10: (12%) 4 of 32 respondents disagreed that they have a choice of meal options

To assist in addressing singular issues as they arise:

Please let staff know at the time. This allows the organisation to do something about it as soon as possible. There can be difficulty investigating and following up if the issue occurred a while ago. However the organisation will make an attempt to address any issue if it is reasonably possible to do so.

Please see a staff member if any individual issue written in Survey is not documented in results.

To staff meeting:

Ensure privacy is maintained by locking bathroom doors in adjoining rooms

If odour is identified from bins and skips – Please empty out of routine times, including after hours

Call Bell audit is completed twice per year. Last one in March 2016 showed that 89% of call bells were answered within 10 minutes which is a great result.

Aim is to continue this high level of response times.

Ensure call is within reach at all times



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 service is available for these items at reception.*



*for residents who require such a*

### **Identified areas for improvement related to Food Services forwarded to Catering.**

Recent Food Survey also completed with identified issue of Temperature of food when served. Improvement strategies implemented after discussion with relevant departments. Improvement has occurred per feedback, and all attempts will continue to be made to ensure temperature of food is satisfactory.

Residents are able to make suggestions for variety of meals during Resident monthly meetings, and minutes of these meetings indicate that discussions about food are often held.

Residents also have a number of representatives in Menu Planning Committee to whom they can offer suggestions. Minutes of both these meetings are located in a folder in Low Care lounge area.

The facility offers a menu that has been reviewed by a Dietitian, and varies over seasons.



Reasonable variety is provided and survey results indicate this is satisfactory for the majority of Residents, however it is understood that the majority preference is not always satisfactory to all. Residents are asked to talk to Catering staff if they would like an option to the meal for the day. Catering staff will let Resident know what is reasonably available as an option.

Catering staff provide and serve approximately 350 meals per day, plus morning and afternoon teas and suppers, and do well incorporating reasonable requests into individualising the food and food service. Please continue to talk to Catering staff with requests and comments.

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 added to next Resident newsletter and next Staff newsletter.

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

Please continue to speak with staff about any reasonable areas of concern that may arise  
– We endeavour to please, and strive for a high level of care and service.

The results will be forwarded to staff to let them know of the wonderful comments and the appreciation for their hard work and great attitude. Thank you

Thank you to everyone who participated in the survey.

### **What kind of support does the National Dementia Helpline provide?**

- Understanding and support for people with dementia, their family and carers
- Practical information and advice
- Up-to-date written material about dementia
- Information about other services

### **Who will I speak to?**

The National Dementia Helpline is staffed by trained, experienced, professionals.

### **Is it a confidential service?**

Yes, all of our counselling and support services are private and confidential. Your personal information will not be shared with others without your consent, unless required by law.

### **What will happen next?**

The adviser you speak to may suggest some next steps for you. This could be in the form of written material to begin with or to make an appointment to meet one of our counsellors.



Each month we are profiling some of the expected outcomes of the Accreditation Standards. This month we focus on Expected Outcome.

### STANDARD 3.7 LEISURE INTERESTS AND ACTIVITIES:

This expected outcome requires that: Residents are encouraged and supported to participate in a wide range of interests and activities of interest to them.

This is some of the ways we actively seek to comply with this standard: The home is committed to enhancing residents' lifestyle through the implementation of an interesting and varied activities program.

Residents are encouraged to on entry to the home and to plan review, improvement and discussions.

Lifestyle care plans are personal-ences and challenges. The group and one-on-one activities munity outings.

Days of personal, cultural and spiritual significance are acknowledged and celebrated. There is an active volunteer program coordinated by lifestyle staff that includes, one-on-one support, therapy support, walking programs, outing supervision and communication networks.



identify personal interests and activities provide ongoing feedback through care forms, the residents meeting, surveys

alized according to individual goals, pref-program includes large group, small as well as community visitors and com-

Lifestyle staff focus on the integration of residents with dementia into mainstream activities whenever possible. This is achieved by modifying activities to suit individual needs, redirecting attention, positioning residents with friends to facilitate participation, providing verbal encouragement and physically assisting residents to get started or continue with physical activities.

Lifestyle staff encourages residents to attend and participate by ensuring the activities program is on display with a current update of daily activities on the white board.

their rooms or have some time-out.

The program is responsive to feedback and aims to meet the requests of residents whenever possible. There is a monthly calendar distributed so all residents know what is on and is attached to the back of the newsletter.

If any resident or representative has a suggestion on activities that should be conducted please see the activity staff in red to arrange for these to be added to the program.

The activity program is always changing to meet individual needs and resident recommendations.

Marita Seamer - Director of Nursing



*Residents at Woods Point sometimes help with daily chores - A women's work is never done!, Even Murray lent a hand with folding serviettes for the tables at meal times.*



September

Ted Isherwood— 1st

Rodney Zass—2nd

Frank Preston—3rd

Reg Crook—4th

Enid Lonie— 11th

Norma Woods—14th

Mona Atkin—15th

Shirley Martin —19th

Helen Robertson—22nd

Mary Stanley—24th

Betty Aldous—25th

Aileen Baxter—26th

Lillian Lewthwaite—29th

Lorraine Myers—29th



## Bus Trips

buying cards or gifts or maybe a visit to the supermarket or post office.

This is not a social shopping outing and the bus will drop residents off at the Town Hall at 10.00am, and return to pick up at 11.30am.

These trips will replace the previously run car trips.

For more information please speak with activ-

The monthly program will continue to offer our regular shopping trips for those residents who prefer these type of outings.

## The Poem of Love

Love is in the heart  
the heart fill with joy

Everyone is loved

Everyone is special

Believe in yourself  
and good things will  
happen

to those who believe  
in love

Starting in August, Activity staff will be programming a bus run to Belmore Street on a Thursday morning, once a fortnight.

This is to provide the opportunity for those residents who like to attend to





Residents were clapping their hands tapping their feet and singing along

Wood Points residents spent the afternoon enjoying songs played by the Cobram Harmonics, songs played were Bye Bye blackbird, click go the shears, along the road to Gundagai, and you are my sunshine.







# In Memory

Our condolences and thoughts are with  
the families of the following residents:

Eric Baker

Vera Needham

Kevin McCarthy

Edna Etchells

Elizabeth Sullivan



They won Gold/Silver/Bronze for  
Australia

RESIDENTS FROM W3 AND W5 COMPETING IN  
THEIR OWN OLYMPICS GAME!





Residents from W3 and W5 enjoyed a sing-a-long and a picnic. The morning was filled with dancing, eating and enjoying each others company.

