

WHAT'S THE POINT

AUGUST 2017

Welcome to the August Edition of;
“What's the Point”

The Woods Point Aged Care
Residents/Representatives Monthly
Newsletter

All of us

Under the sun

Giving and sharing from our hearts

Understanding each other

Sowing the seeds of love

Towards peace

Residents meeting summary:

Minutes of the July meeting:

Newspapers: Noel Pallot will be deliver newspapers to the residents

Residents Scooters used inside: Parking area for scooters has been allocated and sign posted.

Surveys: Volunteer survey– 100% satisfaction.

Resident representative survey distributed— results Page 8

Resident survey distributed—results on Page 9

Xmas in July: Numbers to be confirmed

Bags on walkers: . Bags handed out to those that requested. When more are donated they will be distributed.

Request for Multigrain bread: Lauren will discuss with bakery and ensure some are available.

Happy hour: Discussed and agreed to have entertainment one week, then no entertainment the following week.

Noise from residents rooms late at night: Residents to purchase headphones.

Meals: The ordering of seasonal fruit/vegetables .

Meals and soup - residents expressed their enjoyment.

Residents expressed interest in poached eggs but due to the food safety standards eggs need to be fully cooked.

Fire safety and alarms: when alarms are activated residents are to wait for staff direction. To prevent false alarms from steam please keep bathroom doors closed when showering.

Next resident/representative meeting will be held in the main lounge on Thursday 3rd August @10.30

Resident/Representative information

From Resident Information Booklet p.18

Security of Tenure

All residents, including respite residents are offered a Residency Agreement, which specifies:

- The rights and responsibilities of the resident and the service provider
- Fees and charges;
- Termination of the agreement.
- Residents are free to move from the facility at any time, be it for reasons of re-locating to another care environment or returning home to live with their family.

Every effort is made to ensure residents move into the most appropriate room which is reflective of their care needs. As circumstances change it may be necessary to move a resident from one room to another for medical or other care needs. Any such move would be made in consultation with the resident and their family prior to the move.

If we are unable to continue to provide an adequate level of care for a resident whose care needs have grown beyond the capacity of our staff to manage, this would be discussed with both the resident and the resident's family / representative with a view to assisting in arranging appropriate alternative accommodation.

This decision will only be made after a thorough independent assessment according to Residential Care Manual.

A resident's security of tenure is valid from the time of admission until the time of their departure.

If you have any questions regarding security of tenure, please see Marita—Director of Nursing.

Resident and Representative information

Whilst we encourage residents to make their rooms as homely as possible we do need to remember that the rooms can become cluttered and from time to time they may need a good clean out .

Throughout the year we encourage residents and representative to assist by clearing out unwanted items.

A cluttered room is a danger not only to the resident - who is at risk of tripping and falling, but makes it hard for staff to clean the room thoroughly and can sometimes impede on the care staff providing

the care that is required by the resident.

Next time you visit perhaps you can go through the wardrobe and other

Tips for
Clearing Clutter



Dear Residents and Representatives

To assist us to follow your wishes, and to ensure you do not need to make these decisions during an emotionally difficult time – Please inform Woods Point of your preferred Funeral Director, and return the completed Limitations of Medical Treatment form, if you have not already done so.

Primary contacts/POA/NOK are asked to make these decisions when a resident is no longer able to.

Please have the discussion with family and NOK to ensure you are all clear about resident wishes. The resident/primary contact/NOK/POA is then confident about the wishes of a resident at the required time.

Please contact The Registered Nurse in charge, Director of Nursing or Deputy Director of Nursing at Woods Point if you have questions.

Yarrowonga Mulwala Funeral Directors Phone: 03 57432967 if you wish to discuss any requirements.

World vision sponsorship

A few years ago Woods Point Residents and Staff agreed to sponsor children through the World Vision sponsorship program.



We currently sponsor 4 children:

Samnang Ouy, aged 11, from Cambodia.

Modesti Faustin Joseph, aged 13, from Tanzania.

Keidy Briceida Morales Garcia, aged 11, from Guatemala.

Justina, aged 6, from Malawi.

For the past 12 months Woods Point has donated \$2304.00. This is a fabulous contribution and appreciated by the children we sponsor.

World vision to be able to spend money on essential items for the children's community. Well done and thank you.

If anyone would like to become part of the program see reception.

Bubbly on Belmore

The residents at Woods Point have been offered a day of glamour and enjoyment! North East have kindly offered to take our residents for a limo ride. *Date to be confirmed*.



We are going to conduct a number of groups a day of fun, laughter and glamour.

So its time to dress up in your stepping out gear and join in on this wonderful opportunity.

If you would like to take part in this activity, please see activity staff or reception to put your name down.

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

3.6 Privacy and Dignity

The expected outcome of 3.6 is that each resident's privacy, dignity and confidentiality is recognized and respected.

Privacy refers to a personal right to keep others from gathering or using

information about you in unpermitted ways. It may include confidential information, but more generally includes the right to be "left alone".

Confidentiality refers to the act of keeping documents or objects safely tucked

from the hands and eyes of those who are not meant to see or hear them.

Therefore in summary privacy relates to security of information whilst

confidentiality refers to only sharing information with others on a need to know basis.

Woods Point ensures that each resident's right to privacy, dignity and confidentiality is respected.

This is achieved by the following:

- Privacy policies and procedures in place to ensure compliance with the Privacy Act.
- All residents have their own room that is lockable and residents may carry a personal key.
- All rooms contain lockable drawers.
- Personal presentation, hygiene, continence management routines and mealtime assistance are managed to preserve the dignity of the resident at all times.
- Staff knock and request permission before entering a resident's room.

- All residents documentation is securely stored and confidential documentation that is no longer required is shredded.
- Archived documents are securely stored in a dedicated, locked archive room.
- Electronic documentation is password protected with restricted levels of access and there is an automatic back-up process
- Small lounge areas and external courtyards are available for small groups
- Consent for the use and display of personal information and photographs
- The residents' information booklet, staff handbook, volunteers handbook and suppliers handbook includes expectations related to ensuring residents' privacy and confidentiality
- Signed service agreements with external providers include a privacy and confidentiality clause.



Effectiveness is evaluated through resident surveys, observation of practice, resident meetings, audits, complaints and discussions.

If you have any concerns that your personal information is not protected please speak to Marita as soon as possible as it is essential your information kept confidential at all times.

Marita Seamer—Director of Nursing

Entertainment

David Evans who lives in Melbourne, visits his mother Shirley at Woods Point and whilst here entertains the residents, playing piano and singing. Shirley sat in the front row singing along with the residents, and very proud of her sons efforts. Thank you David—the residents appreciate your time.



Special Guests in July

The children from Country buddy's have been regular visitors to Woods Point over the last couple of months with the children performing their favourite songs.

This month the children came

along dressed in their favourite super hero costumes and joined in with our daily exercises. As you can see both the residents and children enjoy this time spent together..



Dental Visits

Woods Point has been able to secure the services of a visiting dental van for residents to have dental checkups on site. Residents wishing to book an appointment, please see reception. Payment of \$75 is to be made on the day directly to the dental services and can be paid by cash or cheque.

Date: 23rd, 24th and 25th October 2017.



Hearing Tests:

National Hearing Care are conducting hearing tests and/or checking of hearing aids at Woods Point on: **Wednesday 9th August 2017.**

If you would like to arrange an appointment please contact reception.

REMINDER:

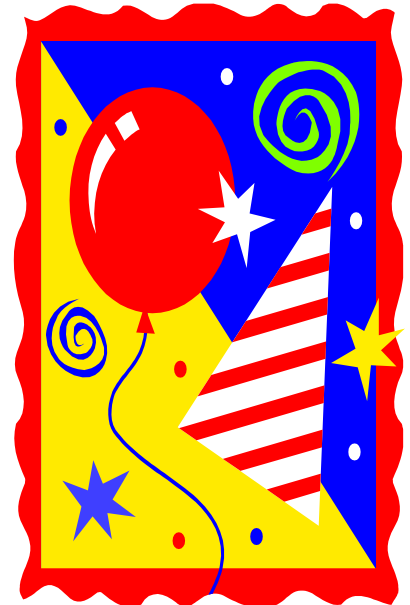
For any resident representative that is depositing either petty cash or fees into Woods Point bank account, ensure you put the resident surname as the reference. We have received a number of deposits recently that are difficult and time consuming to trace because there is no name attached to the deposit.



AUGUST BIRTHDAYS:

Birthday celebrations will be held on 9th August at 1430 in main dining room for the following residents:

- | | |
|----------------------|------|
| • Merv Simpson | 1st |
| • Stanley Phapl | 6th |
| • Elisabetta Alberti | 7th |
| • Rose Lister | 8th |
| • Flo Foster | 15th |
| • Joan Davis | 20th |
| • Marlene Luscombe | 21st |
| • William Condick | 29th |



*Management and staff would like to
express their sympathies to the
Representatives on the passing of*

- *Aileen Baxter*
- *Len McQuarster*
- *Helen Henry*

May they Rest in Peace.

Resident Survey summary:

In the vast majority of instances – the interactions between the large numbers of people at Woods Point is reasonable, respectful, professional, and helpful. There will always be a small number of personality differences that may create some episodes of conflict. The Director of Nursing addresses issues which people have not been able to resolve between themselves if she is made aware of the issue, and if the issue is significantly disrespectful, rude, unprofessional, or people are unreasonable. As is shown by the results of the survey – the vast majority of residents are happy and have good relationships with other residents and staff.

The Resident meeting for August includes agenda items:

- Catering Manager will demonstrate meal sizing on plates – and ask Residents to let
- Catering staff know if they want larger or smaller meal size.

And will explain the system of food held and served to keep food and drink hot enough, and will ask Residents to let Catering staff know, at the time, if food and drink is not hot enough so that it is more likely the issue can be addressed.

- A number of comments about staffing numbers: 'short staffing', and 'no activities staff some days'.

Both care and Activities staff rosters have appropriate numbers when roster is created 4 to 6 weeks prior. Woods Point staff/Resident ratios are at a high level. Filling shifts that rostered staff do not attend is not always possible.

- A number of comments about labelled clothing not returned.

Explanation of system – and reassurance that laundry staff have been informed and are trying to improve their systems to make sure it does not happen.

Activities programs are developed and changed according to majority preferences at the time. Staff trial new activities at times, and will implement popular ones.

Unpopular or poorly attended activities are replaced. The program is ever changing according to feedback and attendance. Higher than 75% of Residents attending activities would create a program that would allow a far wider variety of activities.

Over time - there are also activities that can be setup for Residents to do by themselves/ with other residents – without needing staff to initiate it.

Residents who have ideas about this type of activity can discuss with Activities staff.

Residents always have a preference of whether to attend or not, and some people are happier not attending. Many Residents are also happy to continue doing the types of things they did at home, such as contact with family and friends, watching TV, reading. A couple of items also included in information in Resident Representative Survey summary:

- * For those representatives living locally or visiting from non local areas: The Resident meeting is held on the first Thursday of every month. All representatives and family are welcome. The minutes of Resident meetings are in a folder in the Low Care lounge for all to read.

The Resident newsletters are available to read at Woods Point when visiting.

For any Representatives, living locally, or not: The Resident newsletter can be emailed. Resident Information Booklet is provided to all Residents on admission.

- * 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 reasonable concern if at all possible.

A Primary contact for the Resident is determined on admission and is the person contacted each month, unless the Resident is able to, and has chosen to, be the person we talk to each month for the Care Plan consultation. One contact person per Resident ensures that Woods Point staff are able to follow Resident wishes, and discuss relevant care needs or issues for the benefit of the Resident. Differing instructions from different family members/friends can be problematic if the instructions to the facility are not the same.

- * Even when a Resident routinely chooses not to participate in activities – please let staff know if there is anything that we can possibly do to enhance Resident enjoyment of life.

- * Each Resident is seen by a Doctor at least once in 3 months. Doctors visit frequently – Denis Medical twice per week and Yarrawonga Medical once per week. In addition, Doctors attend for urgent needs. Residents are added to Doctor list by priority clinical needs. Please understand that the Doctors are unable to see the same Residents every week if there is no clinical indication for weekly visits. If a Resident has not been seen by Doctor in a number of months, and wishes to see the Doctor about their health – RN staff make every effort to ensure Resident is seen. We apologise if this has not occurred and Please discuss questions or comments with the Registered Nurse on shift.

* Woods Point has implemented barn doors in Wing 5 in an attempt to stop wandering Residents entering others' rooms, and taking items. We appreciate the understanding of the difficulty involved, and will continue to try to minimise the impact on others.

* On admission Residents are asked what size meals they prefer – but if this changes – Residents are encouraged to talk to kitchen staff. Larger meals can always be provided. Couple of comments related to hotter food – Passed on to Catering Manager.

Food Services have been a topic of conversation over a number of months in Resident meetings - and suggestions and comments have been heard. Catering Manager and Catering staff have incorporated the feedback into their practice. At the last Resident meeting – No negative comments related to food – which is a good indication of improvements made.

Resident meetings continue to be a forum in which Residents have their say – and comments and suggestions related to food are incorporated into menu and practice if it is possible, and if the majority of Residents want it.

Satisfaction rates are high, however Woods Point will continue trying to address any identified areas for improvement if at all possible. We hope that the information in this evaluation has helped with any noted concerns or comments.

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

Thank you to all who contributed.

A good response rate ensures confidence that the results reflect the majority. Overall satisfaction of 97% is a fantastic result, and is a strong indication that the organisation is meeting the vast majority of needs and expectations.

A great result!

Resident Representative Survey summary:

A Resident Representative Survey was conducted by Woods Point Aged Care during **July 2017**. The purpose of the survey was to assess how well the organisation is meeting resident/representatives 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.

All Primary contact Representatives were given the opportunity to participate and We understand that many people are very busy, and when all needs are being met chose not to complete the survey.

There was a response rate of **15%** which means that the responses are indicative only as they do not necessarily reflect the views of the majority of Resident Representatives. 110 Resident Representatives were given the opportunity to respond.

This is the first year that an online survey was used. Approximately half of Primary contacts/Representatives have provided an email address for communication. All Primary contact Representatives were provided with information to ring the facility if they were unable to access the internet and wanted a hard copy of the survey, of which only 3 were required.

To help with information related to comments:

For those representatives living locally or visiting from non local areas: The Resident meeting is held on the first Thursday of every month. All representatives and family are welcome. The minutes of Resident meetings are in a folder in the Low Care lounge for all to read.

The Resident newsletters are available to read at Woods Point when visiting. For any Representatives, living locally, or not: The Resident newsletter can be emailed.

Resident Information Booklet is provided to all Residents on admission. A Primary contact for the Resident is determined on admission and is the person contacted each month, unless the Resident is able to, and has chosen to, be the person we talk to each month for the care plan consultation.

One contact person per Resident ensures that Woods Point staff are able to follow wishes and discuss relevant care needs or issues for the benefit of the Resident. Differing instructions from different family members/friends can be problematic if the instructions to the facility are not the same.

Each Resident is seen by a Doctor at least once in 3 months. Doctors visit frequently – Denis Medical twice per week and Yarrawonga Medical once per week. In addition, Doctors attend for urgent needs. Residents are added to Doctor list by priority clinical needs. Please understand that the Doctors are unable to see the same Residents every week if there is no clinical indication for weekly visits. If a Resident has not been seen by Doctor in a number of months, and wishes to see the

Doctor about their health – RN staff make every effort to ensure Resident is seen. We apologise if this has not occurred and please discuss questions or comments about individual Residents with the Registered Nurse on shift.

Woods Point has implemented barn doors in Wing 5 in an attempt to stop wandering Residents entering others' rooms, and taking items.

We appreciate the understanding of the difficulty involved, and will continue to try to minimise the impact on others.

Feedback related to labeled clothing missing, and labeled clothing delivered to wrong rooms will be forwarded to Laundry staff. Woods Point will continue to make all attempts to ensure this does not occur. Apologies from the laundry staff.

Turnaround for laundering is approximately 2 days.

On admission Residents are asked what size meals they prefer – but if this changes – Residents are encouraged to talk to kitchen staff. Larger meals can always be provided.

Couple of comments related to hotter food – Passed on to Catering.

Food Services have been a topic of conversation over a number of months in Resident meetings - and suggestions and comments have been heard. Catering Manager and Catering staff have incorporated the feedback into their practice. At the last Resident meeting – No negative comments related to food – which is a good indication of improvements made.

Resident meetings continue to be a forum in which Residents have their say – and comments and suggestions related to food are incorporated into menu and practice if it is possible, and if the majority of Residents want it.

Other comments:

The resident/relative acknowledges that some of these matters have previously been raised and attempts have been made to find possible solutions.

I am quite happy with (Resident) care. But she has a usual list of complaints, probably part of her condition, nothing else to focus on.

It would be nice if more staff could be employed to help as everyone is always so busy.

The standard of care is very good but mum complains that she is often left at the dining room for a very long time after meals, often on her own (she is not supposed to walk on her own and has to be assisted). There is not always someone there to ask for help

Thank you for all the care and support you give my mother. Mum is very happy which makes us happy

Completely satisfied with the care and respect shown towards all Residents.

The only negative comment is fitting of hearing aide not being done. But in discussions with staff it is not easy.

Satisfaction rates are high, however Woods Point will continue trying to address any identified areas for improvement if at all possible. We hope that the information in this evaluation has helped with any noted concerns or comments.

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 reasonable concern if at all possible.

Resident meeting agenda August includes items:

1. Catering Manager will demonstrate meal sizes and ask Residents to inform staff if they wish to have smaller or large meals.
2. An explanation of the system to hold and serve food and drinks hot will be explained, and a request to Residents to let Catering staff know, at the time, if food or drink is not hot enough. This makes it more likely that an issue can be addressed.
3. Both care and activities staff rosters have appropriate numbers when roster is created 4 to 6 weeks prior. Woods Point staff/Resident ratios are at a high level. Filling shifts that rostered staff do not attend is not always possible.

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!

Thank You to Everyone who Participated in the Survey

Your time, feedback and constructive comments are highly appreciated.

Christmas in July



28 residents made a special trip to the Yarrawonga Mulwala Golf Club for Christmas in July.

Morning Melodies was the entertainment with some great songs to dance and since to.

Lunch was served in the Willow room with a Christmas theme by the Directors. Santa also paid a visit.

Residents thoroughly enjoyed their morning and the hospitality. Thank you to the Gold club and staff



Strawberry Farm

Here we are out again – at the Strawberry Farm. Residents enjoyed a lovely afternoon drive to Koonoomoo this month. Afternoon tea was served. Yum! There was such a collection of lovely things to eat



and drink, all focused around the humble strawberry. Residents enjoyed

their choice of delights. Following afternoon tea residents walked through the new addition to the Strawberry Farm—

being a Men's Cave. This was aimed specifically at the men, with old cars, tools, memorabilia, old motor bikes, etc. At the end of our visit with tummies full, we all loaded onto the bus, buckled up and headed for home.

One resident on the bus pipped up and said "I wonder if we



will get back to Woods Point for afternoon tea?"!!



MON	TUES	WED	THUR	FRI	SAT	SUN
 <p> 9.30-Exercise. 10.00-Catholic Mass. 10.30 – Carpet Bowls. 1.30-Quick Quiz. 2.00- BINGO </p>	<p> 9.30-Exercise. 10.00-Catholic Mass. 10.30 – Carpet Bowls. 1.30-Quick Quiz. 2.00- BINGO </p>	<p> 9.30-Exercise. 10.30-Jackie Lee. 2.00-Mulwala Bakery 3.30-Story. </p>	<p> 9.30-Exercise. 10.30-Resident Rep Met 1.45-Scenic Drive. 3.30-Story/Reminiscing </p>	<p> 9.30-Exercise. 9.45-Mens Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz. 2.15-Meet the Kids 3.00-Happy Hour/Frank </p>	<p> ACTIVITY WING 5 </p>	<p> ACTIVITY WING 5 </p>
<p> 9.30-Exercise. 10.30-Reading. 1.30-Noodle Game. 2.00-Anglican Church. 3.00-Target Master </p>	<p> 9.30-Exercise. 10.00-Catholic Church 10.30 Carpet Bowls. 1.30-Quiz. 2.00-BINGO </p>	<p> 9.30-Exercise. 10.30-Target Master. 11.45-Buddalong Tavern Lunch. 2.00-Quiz. </p>	<p> 9.30-Exercise. 10.30-Beans Bags. 2.00-Trivia Quiz. 3.30-Memory Cards. </p>	<p> 9.30-Exercise 9.45 –Men’s Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-Happy Hour. </p>	<p> ACTIVITY WING 5 </p>	<p> ACTIVITY WING 5 </p>
<p> 9.30-Exercise 10.30 Bobs. 1.30-Whiteboard Game 2.00-Anglican Church 3.00-Target Master. </p>	<p> 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30-Who am I. 2.00- Bingo. </p>	<p> 9.30-Exercise. 10.30-Piano Lady 2.00- Bundalong café 3.30-Quiz Reminiscing </p>	<p> 9.30-Exercise. 10.00-Bus to Shops. 10.15 Scrabble. 12.00 Bus from shops 1.45-Scenic Drive. 3.30-Story Reading </p>	<p> 9.30-Exercise. 9.45-Men’s Shed. 11.15-Word Challenge. 1.45-Kiosk Quiz. 2.15 Meet the Kids. 3.00-Happy Hour Frank/Jenny </p>	<p> ACTIVITY WING 5 </p>	<p> ACTIVITY WING 5 </p>
<p> 9.30-Exercise. 10.30-Bobs, 1.30-Reading. 2.00-Anglican Church. 3.00-Target Master </p>	<p> 9.30-Exercise. 10.00-Catholic Church 10.30- Carpet Bowls. 1.30-Reminiscing. 2.00- Bingo. </p>	<p> 9.30-Exercise. 10.30-Letter Game. 1.45Corowa Chocolate Factory. 3.30-Trivia </p>	<p> 9.30- Exercise. 10.30-Letter Game. 2.00-Trivia Quiz. 3.30-Memory Cards. </p>	<p> 9.30-Exercise. 9.45-Men’s Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-Happy Hour. </p>	<p> ACTIVITY WING 5 </p>	<p> ACTIVITY WING 5 </p>
<p> 9.30-Exercise. 10.30-Remember When. 1.30-Bobs 2.00-Anglican Church 3.00-Target Master. </p>	<p> 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30 – Paper Making. 2.00 Bingo. </p>	<p> 9.30-Exercise 10.30-PIANO LADY 2.00-Belmore Café. 3.30-Quiz Reminiscing. </p>	<p> 9.30-Exercise 10.00-Bus to Shops. 10.15-Scrabble 12.00-Bus pick up 1.45-Scenic Drive. 3.30-Story/Reading/Reminiscing. </p>			