

March is the third month of the year in both the Julian and Gregorian calendars. It is the second month to have a length of 31 days. In the Northern Hemisphere, the meteorological beginning of spring occurs on the first day of March.

A vibrant green background featuring a leprechaun hat, a pot of gold, and a shamrock. The text "WHAT'S THE POINT MARCH 2017" is written in a yellow, stylized font with a black outline, slanted across the center.

**WHAT'S THE POINT  
MARCH 2017**

***Opportunity to Improve and Complaints***

Management and staff are committed to providing the best care and service to the residents. To assist us to ensure our systems are working well residents and visitors are encouraged to complete an Improvement Form when they identify an area in which we can improve. Improvement forms are located in Low Care lounge and Wing 5 foyer, and care stations. Improvement forms can be used for suggestions, compliments or complaints.

Completed Improvement Forms can be posted to the manager or placed in the suggestion boxes located in lounge room and Wing 5 reception area.

The Director of Nursing is available during office hours if you wish to discuss any concerns.

If residents/representatives would prefer to speak to someone independent of the facility the following services are available. Brochures about these services are available at front reception

**The Aged Care Complaints Commissioner**

This is a free service for anyone to raise a concern about the quality of Australian Government funded aged care services

Tollfree: 1800 550 552

Address: GPO Box 9848

(Your capital city and state/territory)

Online complaints form:

<https://www.agedcarecomplaints.gov.au/raising-a-complaint/lodge-a-complaint/>

**Elder Rights Advocacy (Victoria)**

This is a free and confidential service promoting the rights of people receiving aged care services

Telephone: (03) 9602 3066

Tollfree: 1800 700 600

Email: [era@era.asn.au](mailto:era@era.asn.au)

If you would like a copy of our *Complaints Management Procedure* or more information please contact the Director of Nursing.

It is only timely that we discuss the accreditation standard

**2.10 Nutrition and Hydration** with the recent change to the Catering Manager. Lauren has taken on the role with enthusiasm and vigor, with plans to change the menu and kitchen routines. We hope you all support Lauren and the kitchen staff with these positive changes and if you would like any menu option or make any suggestions please see Lauren, kitchen staff or complete an improvement form.

**The standard requires that:**



***Residents receive adequate nourishment and hydration.***

***This is some of the ways we meet this standard at Woods Point:***

Each new resident is assessed for dietary requirements. Residents' dietary requirements are assessed as part of the initial assessment process. Assessment includes documentation of weight, food preferences, allergies, special dietary requirements including diabetic diet and texture modifications, cultural/religious needs, appetite and assistance requirements. Assessment data is supplied to kitchen/administration staff and a dietary list is developed.

A care plan is developed from dietary requirements form and in partnership with resident/ representative. The oral intake care plan is reviewed as part of the monthly care review process or when there are observed changes in eating and drinking.

Cultural and religious customs with respect to food are also identified at the time of admission.

Review of the menu by the Catering Manager is undertaken with input from the Dietitian and Speech Pathologist. More seasonal menus and options will be offered. Menu changes occur in consultation with the Dietitian and from resident requests.

Residents have input into the menu through improvement forms, surveys and resident meetings.

Residents on a modified diet and those who report or are suspected to be experiencing swallowing difficulty are referred to the Speech Pathologist for assessment. The Speech Pathologist conducts monthly visits and as referred by Doctor and/or Registered Nurse.

The Dietitian conducts fortnightly visits and as required visits as referred by Doctor, Registered Nurse and results from the weight loss audit. All diabetic residents are reviewed at least annually by the Dietitian.

Diabetic resident management is an important consideration in relation to diet and nutrition. An annual cycle of care is attended to including a multi-disciplinary team approach including the Diabetic Educator, GP, Dietitian, Registered Nurse and Optometrist.

Resident food satisfaction surveys are conducted as recommended by Dietitian annually.



Training is also conducted regularly to ensure staff have the skills to undertake the requirements of food safety and nutrition and hydration.

Quarterly weight / Body Mass Index audit is undertaken and the results are provided to the Dietitian, Registered Nurse and GP. This may result in the resident commencing supplements.

The home supports residents to maintain adequate and appropriate nutrition and hydration by providing:

A nutritious and varied menu that has been reviewed by a Dietitian  
Supplements and food additives to increase nutritional content as required

A wide variety of colours, textures and types of food.

A range of menu options for residents with diabetes and those on texture modified diets

Availability of snacks at all times.

Opportunity to cook special meals and dine separately with visitors.

Meals that take into account individual preferences, likes and dislikes.

Acknowledging occasions of significance with special menus.

A range of assistive devices

Independent access to water fountain

Additional jellies, fruit crush and icy poles in hot weather or for those with reduced hydration.

We hope you all support Lauren and the kitchen staff with the changes.

Marita Seamer

Director of Nursing





## Entertainment with Jackie Lee



The residents & visitors were lucky to have Jackie Lee come and perform for them.

Jackie had all the resident's dancing along to her amazing voice.



Fay and June doing the walker jive



Clarence had a couple of special visitors who sat and enjoyed the entertainment with him.



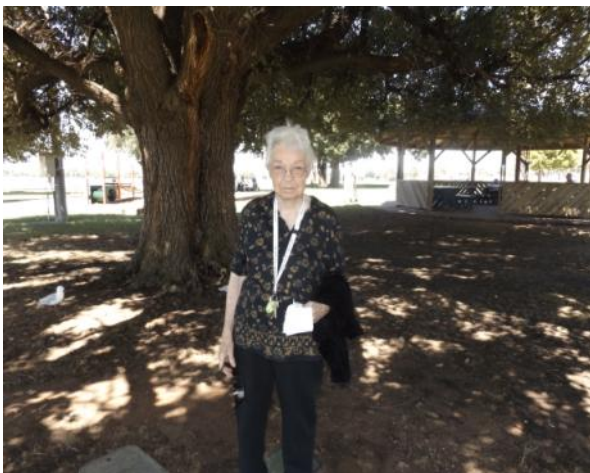
Ruby enjoying her walk under the shady trees looking over the lake

### Lakeside Stroll

One of many outings during the month was the residents enjoying a stroll around the lake whilst feeding the ducks.



Rod & Eddie sitting in the shade soaking in the scenery



### March Birthdays

Don O'Rafferty - 3rd  
Drene Tierney - 8th  
Ron Phillips - 17th  
Doris Bell - 25th

Denise Ryan - 7th  
Nancey Wheeler - 11th  
Robert Meyers - 22nd





## New Catering Manager



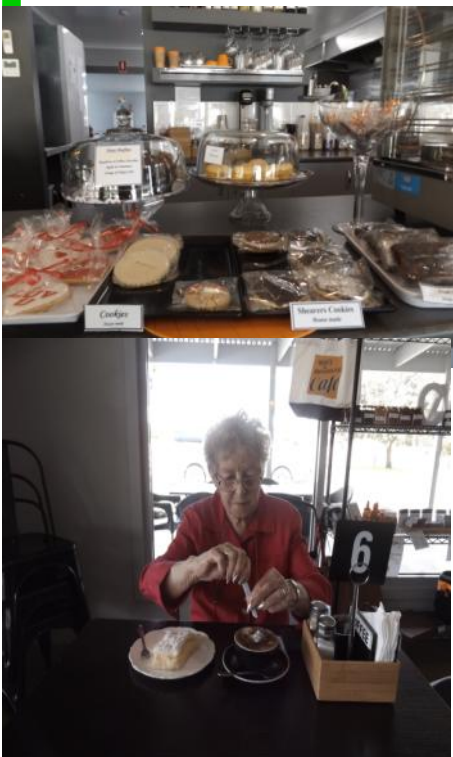
Woods Point would like to welcome Lauren to our team of dedicated staff.

Lauren is our new catering manager.

We look forward to tasting Lauren's many delights.

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## Bundalong Cafe



Good Friends,  
great company—  
what a way to  
spend a relaxing  
afternoon.



Residents enjoyed a short  
drive to Bundalong Cafe to  
enjoy scrumptious cake and  
coffee while having a relaxing  
conversation amongst friends.





## Valentines day at Woods Point



February is the month of love.

The staff and residents all got into the spirit with coming out in their best valentine outfits.

Kitchen supplied a romantic afternoon tea with the tables set for Kings and Queens with all the trimmings.



## Relaxation with friends

A nice way to spend the afternoon. An afternoon chat and relax with friends in the lounge is always nice. Our ladies certainly look happy.



### Afternoon Tea delight

A group of our residents enjoyed an afternoon of cooking this month. Rumballs were on the menu and there was no shortage of keen residents to join in and have a go, even the men turned their hand to the cooking challenge. Needless to say our afternoon tea was very well received that afternoon, the only comment would be that next time we need to make double.



In Loving memory of:

**Mick Barnett**

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

May they rest in eternal peace.





## 2017 RESIDENTS FOOT- BALL TIPPING COM- PETITION



**The 2017 AFL Season starts on THURSDAY 23<sup>RD</sup> March 2017**

There are 9 Games per Round and there are 23 Rounds in the Season

**Entry Fee is \$20-00** per resident (that's the same as last year). **Entry Fee is to be paid to Activities Staff (Heather, Kerry, Lili, Lorraine or Gavin) on or before FRIDAY 17<sup>TH</sup> MARCH 2017).**

Each Tipster will be given a Fixture showing all games for the 2015 Season. Each week's Tips or Selections are to be marked on your Fixture by crossing out the names of the teams you think will LOSE for that Round.

For example, if you wanted to pick Richmond to win the first game in Round 1 you would mark your Fixture like this:

**Richmond vs Carlton**

**Tips** for each Round are to be given to Activities Staff or put in the Footy Tipping Box on top of the piano **BY 3:00PM ON THE DAY OF THE 1<sup>ST</sup> GAME OF EACH ROUND.**

This means, **Tips for Round 1 are to be "in" by 3:00PM on WEDNESDAY 22/03/2017.**

If your Tips are not in by the 3:00PM deadline, you will be given the **AWAY** teams (i.e. the SECOND listed teams) for that Round.

### **Weekly Prize**

There will be a Weekly Prize of \$4.00

The Weekly Prize will be paid to anyone who picks 9 winners for the round, or it will be split if 2 tipsters pick 9 winners.

If more than 2 tipsters pick 9 winners in a Round the Weekly Prize will Jackpot to the next Round.

If nobody picks 9 winners, the Weekly Prize will Jackpot.

### **End of Season Prize**

**First Prize:** 50% of the Net Prize Pool (after deducting any Weekly Jackpot payouts)

– paid to the Tipster (or equally split between all Tipsters) with the highest number of Correct Tips for the Season.

**Second Prize:** 30% of the Net Prize Pool (after deducting any Weekly Jackpot payouts) – paid to the Tipster (or equally split between all Tipsters) with the 2<sup>nd</sup> highest number of Correct Tips for the Season.

**Third Prize:** 20% of the Net Prize Pool (after deducting any Weekly Jackpot payouts) – paid to the Tipster (or equally split between all Tipsters) with the 3<sup>rd</sup> highest number of Correct Tips for the Season.

## GOOD LUCK



## HAPPY HOUR REMINDER

We hold 'Happy Hour' 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!

**All Welcome**

### Residents & Representatives Meeting

The next resident rep meeting will be held  
Thursday 2nd March @10.30 in the main lounge.

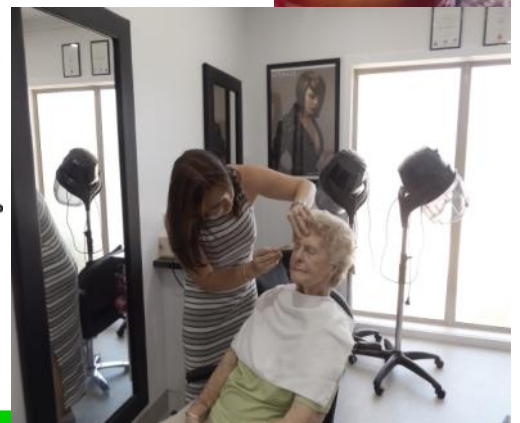
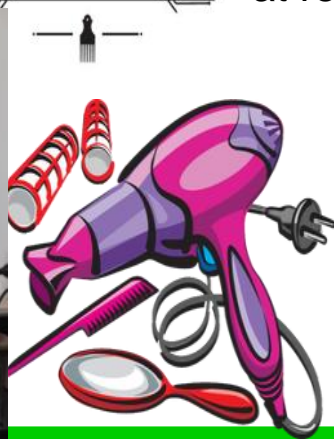
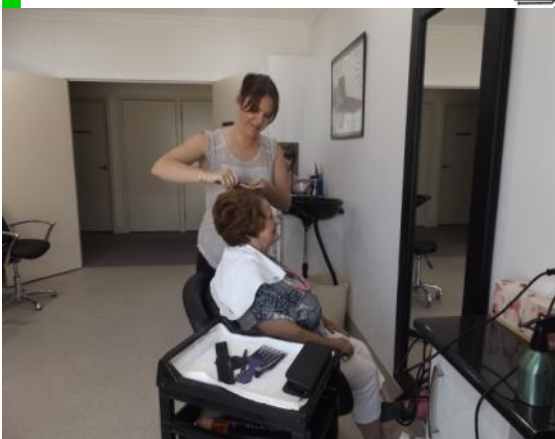
Everyone is most welcome to attend. This is a great forum to discuss any ideas suggestions or complaints.



### Salon is open

Monday  
Wednesday  
Thursday.



Kylie will now be offering waxing to our residents. Any Residents wishing to have waxing done can book with Kylie or at reception.



MON	TUES	WED	THUR	FRI	SAT	SUN
		<p>9.30-Walks. 10.00-News/Views. <b>11.00 Jackie Lee.</b> 1.30-Quick Quiz. <b>2.00-BINGO</b></p>	<p>9.45- Exercise/Walks 10.00-Bus to Belmore. 10.15-Scrabble. 12.00-Belmore P/U. 1.45-Scenic Drive</p>	<p>9.45-Mens Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz. <b>2.15-Meet the Kids.</b> 3.00-Happy Hour.</p>	<p><b>NO STAFF.</b></p>	<p><b>NO STAFF.</b></p>
<p>6 9.30-Exercise/Walks. 10.30-Mini Golf. 1.30-Mulwala Bakery. 2.00-Anglican Church 3.30-Triva</p>	<p>7 9.30- <b>10.00-Catholic Mass.</b> 10.30-Carpet Bowls 1.30-Cobram Harmon 3.30-Quiz</p>	<p>8 9.30-Walks/Exercise. 10.00-News/Views. 10.30-Bobs. <b>2.00-BINGO.</b></p>	<p>9 9.45-Exercise/Walks. 10.00-Bus to Belmore. 10.15- Scrabble. 12.00-Belmore P/U 1.45-Scenic Drive. 3.30- Story Reading</p>	<p>10 9.45-Mens Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz. <b>2.00-Boronia Singer</b> 3.00-Happy Hour.</p>	<p><b>NO STAFF.</b></p>	<p><b>NO STAFF.</b></p>
<p>13 <b>LABOUR DAY</b></p>	<p>14 9.45-Exercise/Walks. <b>10.00-Catholic Churc.</b> 10.30-Carpet Bowls. 2.00- Pioneer Museum</p>	<p>15 9.30- Exercise/Walks. 10.30-On the Green. 1.30-Quick Quiz. <b>3.30-Monthly Birthday</b></p>	<p>16 9.45-Exercise/Walks' 10.00-Bus to Belmore 10.15-Scrabble. 11.00-Uniting Church. 12.00-Belmore P/U. 1.45-Scenic Drive.</p>	<p>17 <b>ST PATS DAY.</b> 9.45-Mens Shed. 11.45-Word Challenge 1.45-Kiosk. 2.15-Meet the Kids. 3.00-Happy Hour.</p>	<p><b>NO STAFF.</b></p>	<p><b>NO STAFF.</b></p>
<p>20 9.30 Exercise/Walks 9.30-Morning Melody 10.30-Bobs. 1.30-Short Stories 2.30-Quiz/Trivia</p>	<p>21 9.30-Exercise/Walks <b>10.00-Catholic Churc.</b> 10.30-Carpet Bowls 2.00 Lake Walks. 3.30 Board Games.</p>	<p>22 9.30 Walk/Exercise. 10.00-News/Views. 10.30-Bobs. 1.30-Have A chat. <b>2.00-BINGO.</b></p>	<p>23 9.45-Exercise/Walks. 10.00-Bus to Belmore. 10.15- Scrabble. 12.00-Belmore P/U 1.45-Scenic Drive.</p>	<p>24 9.45- Mens Shed. 11.15-Word Challenge 1.45- Kiosk <b>2.15. Meet the Kids.</b> 3.00-Happy Hour.</p>	<p><b>NO STAFF.</b></p>	<p><b>NO STAFF.</b></p>
<p>27 9.30-Exercise/Walks 10.30-Bobs. 1.30-Quiz 2.00-Anglican Church 3.00-Trivia.</p>	<p>28 9.30-Exercise/Walks. <b>10.00-Catholic Churc.</b> 10.30-Carpet Bowls. <b>2.00 Opp Shop</b> 3.30-Board Games.</p>	<p>29 9.30-Walks/Exercise. 10.00 –News/Views. 10.30-Bobs. 1.30-Quiz <b>2.00-BINGO.</b></p>	<p>30 9.45-Walks/Exercise. 10.00-Bus to Belmore. 10.15-Scrabble. 12.00-Belmore P/U. 1.45-Scenic Drive.. 3.30-Story Reading.</p>	<p>31 9.45-Mens Shed. 11.15-Word Challenge 1.45- Kiosk 2.15-Target Master. 3.00-Happy Hour</p>		