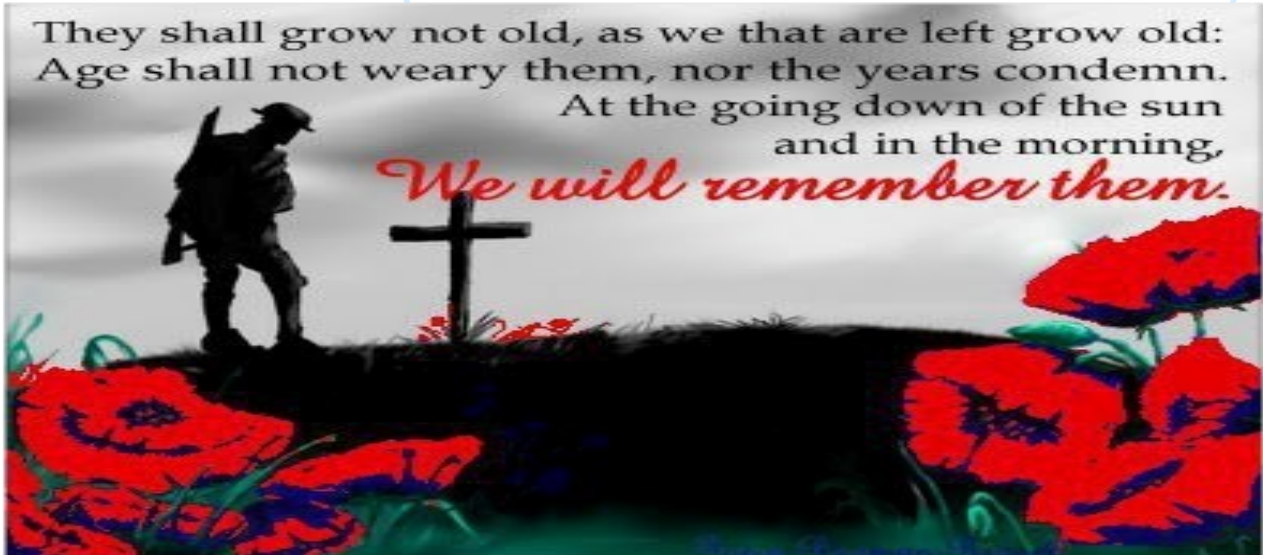


WHAT'S THE POINT

NOVEMBER 2018



Remembrance Day Service for Woods Point

9th November 2018

Yarrawonga - Mulwala RSL Sub-Branch

2018 Woods Point Service

Assemble approximately **13.45pm**

Introduction by sub-branch President

Address by guest speaker

2pm Last Post

Minute Silence

Reveille

ODE to the fallen "They Shall Grow not Old"

Lest We Forget

Laying of the wreaths.

National Anthem

Thank you and close by Sub-Branch President

October Minutes from Resident/Representative meeting

Meals and Menu - If the meal is too big please notify kitchen and a smaller portion will be served. One resident would like meat cut up – changed dietary requirements form. No complaints about meals or menu. All present reported the meals are enjoyable.

Fire and emergencies - Discuss the management of emergencies and fire system in place.

Electrical testing and tagging - All electrical items must be tagged and tested 2 yearly. Checks of all rooms have commenced.

Chairs in lounge being replaced - Plan to have chairs replaced over next 2 months which will improve the sitting areas for all to enjoy.

Scooter storage - Has been changed to shed which is secure, powered and weatherproof.

Communication with staff - We have a multicultural workplace and there is no room for derogatory comments towards any staff member. Respect is mutual. Staff must be respectful to residents and residents and representatives must be respectful to staff.

Residents present reported that staff are very caring and excellent at their job – no matter where they are from.

Royal commission into aged care - Understand the recent publicity and encourage any resident to report any concerns, so they can be responded to appropriately. Residents present reported they are comfortable in raising issues.

Accreditation – 3 year unannounced visit due-

Accreditors will arrive unannounced and review all practices.

Local gym to supply some equipment- Free trial of Gym equipment arranged.

Shortage of staff on some shifts - Sick leave is an issue and we fill wherever possible. SMS notification, casual staff, flexibility with rostering and change of shifts all approved to manage roster. All departments assist when short staffed to ensure residents care needs are met



Woods Point Christmas Party

Thursday 6th December

Wing 5

- Performance by Country Buddies Children
11.30am
- Christmas Luncheon
12.30pm

Followed by Christmas activities

Low Care & Wing 3

- Performance by Ray McCartney
4.30pm
- Finger Food
6pm





November Birthday's

Lyn Rainsford ~ 1st

Joan Condick ~ 4th

Eve McPherson ~ 12th

John Ryder ~ 12th

Carmen Lyons ~ 13th

Christine Lawford ~ 14th

Kevin O'Shaughnessy ~ 23rd

80 Years young

Adrian Stackpole ~ 26th



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

Jean Curtis Des Miller Bill Rees

Ron Phillips Ross Stone Joan Jellet



May they Rest in Peace.





Elder Rights Advocacy

**Invitation to all residents
and representatives**

Debra Nicholl,
Aged Care Advocate
from Elder Rights Advocacy (ERA)

is coming to
Woods Point

**Thursday, 8th November
2018 at 11am**

Debra will speak about

***Overview of care recipients' rights
and responsibilities, choice and
control, and the advocacy support
that ERA can provide.***

Your questions on this topic
will also be answered

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, you may wish to contact the Aged Care Complaints Commission.

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 Care Recipients Rights displayed around the facility and in the resident handbook.

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.

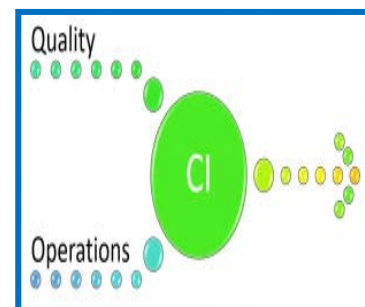
- Ranges in scale from smaller programs to significant initiatives.

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:

- 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 implemented 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.

Woods Point is due again for the 3 year accreditation and has submitted the self assessment kit which is requirement of the process. The accreditation visit will be unannounced which means the Australian Aged Care Quality Agency (AACQA) will arrive one day in the next few months, unannounced and begin undertaking the 2-3 day review.

We ask all residents and representatives to give us the opportunity of improving or rectifying your concern by informing us first. Details about contacting the AACQA are detailed later in the newsletter.

Marita Seamer – Director of Nursing



Melbourne Cup

Spring Race Day

Wednesday the 7th
October

Spring Race Day

Lots of fun activities and Prizes

Come along and Join in on the fun filled day



Melbourne Cup









SPRING DANCE!!

A Great Time Had By All!!











Special Events on the November Calendar

- 1st ~ Resident/ Representative meeting
- 1st ~ Lake Drive
- 5th ~ Melbourne Cup sweep draw
- 6th ~ Melbourne Cup Day
- 7th ~ Spring Cup Day
- 8th ~ Mini Golf
- 9th ~ Remembrance Day Service R.S.L
- 14th ~ Monthly Birthdays
- 22nd ~ Pub Lunch
- 28th ~ Mulwala Museum
- 29th ~ Belmore St Shopping trip

Daily exercises, Room visits, card games, knitting, gardening, garden walks, bus drives, entertainment and many more activities are included on the daily calendar displayed in the dining room.

If you have any ideas for activities, come along to the Residents/Representatives meetings and share your ideas, we would love to hear them.

