

WHAT'S THE POINT

JANUARY 2019

Welcome to the January Edition of;
“What’s the Point”
The Woods Point Aged Care
Residents/Representatives
Monthly Newsletter



happy
new
year
2019

RESIDENT CHRISTMAS PARTY

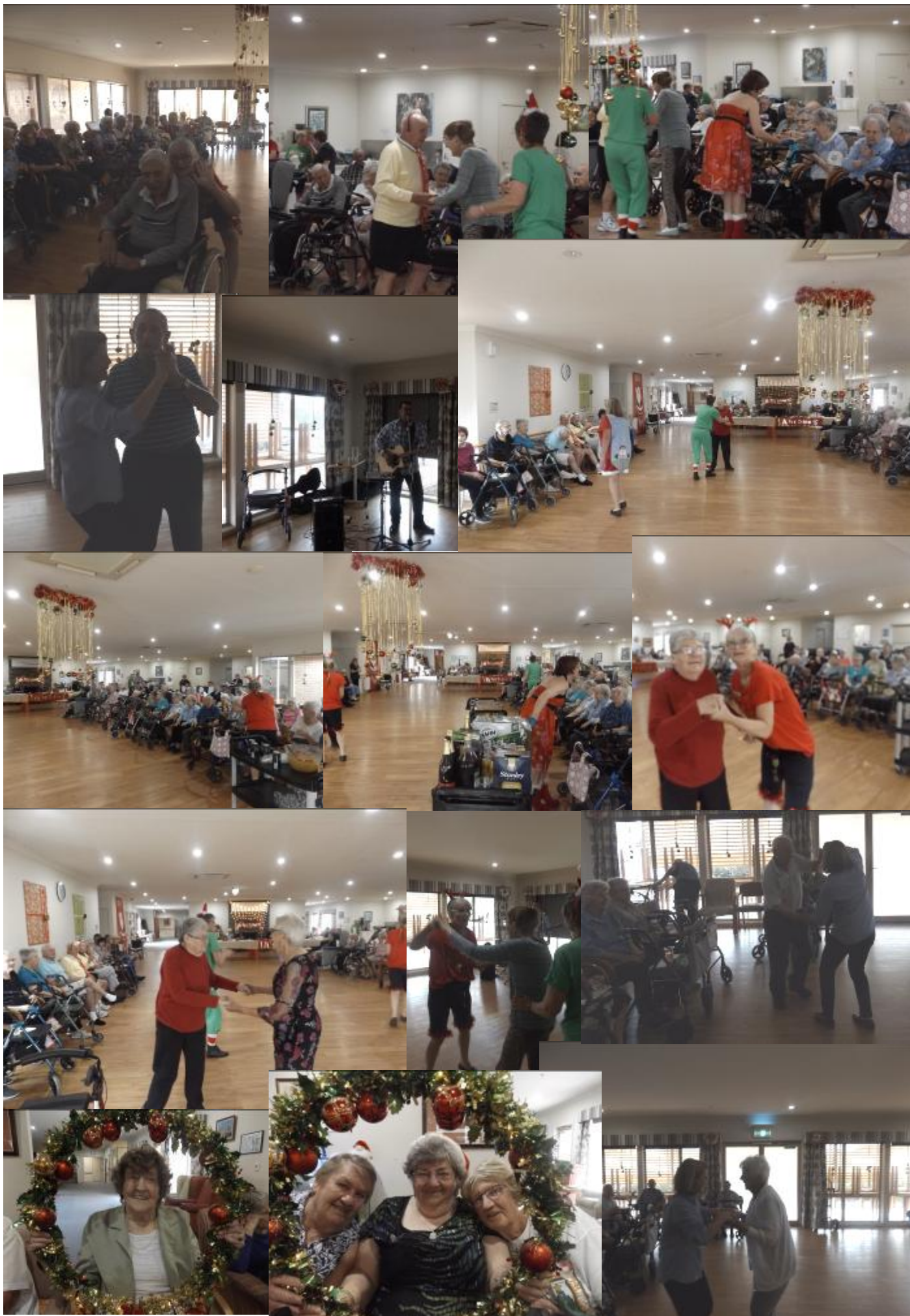
A wonderful day night filled with dancing, great music, nibbles and drinks. To mention a few of our dancing stars: Joy Mulder, whose dancing and smile lit up the room, Bill Curtis, who started the dancing off for the night, and our very own Marita, who danced the night away with almost every resident! Thank you to one and all who made this such a spectacular and memorable night!

Wing 5 also enjoyed a very cute performance from the children at Country Buddies along with a wonderful Christmas lunch. Once again, we thank all involved in making this such a special day for Wing 5 residents.



















Woods Point Aged Care held a reflections ceremony on the 14th December 2018 to remember residents who passed away between the 1st January 2017 and the 14th December 2018. Below and on the following page is a photo of our 'Eternitree', along with a poem "Miss Me - But Let Me Go" and a list of residents whose name is on this tree of reflection.



'MISS ME BUT LET ME GO'



When I come to the end of the road
And the sun has set for me,
I want no rites in a gloom-filled room;
Why cry for a soul set free?
Miss me a little- but not too long
And not with your head bowed low.
Remember the love that we once shared.

Miss me- but let me go.
For this is a journey that we all must take
And each must go alone
It's all a part of the Master's plan,
A step on the road to home.

When you are lonely and sick of heart,
Go to the friends we know
And bury your sorrows in doing good deeds.
Miss me- but let me go



Jenny Dalton
Betty Silvester
Ernie Ryan
Bill Condick
Ruby McCarthy
Annie Bellinger
Graeme Webster
Bonnie Green
Ruth Miller
Drene Tierney
Sidney Fry
Norma Woods
Lorraine Elliott
Dorothy Crothers
Shirley Evans
Ross Stone
Joan Jellett

Jean Curtis
Des Miller
Brian Williamson
Gwen Crook
Marie Rich
Joan Cussen
Bruce Overell
Denise Ryan
Les Stacey
Flo Foster
Edna Gemmill
Lillian Lewthwaite
Doris Carter
Kevin Robinson
Colin Stevenson
Dennis Bailey
Ron Phillips

Bill Rees
Nan Burke
Mary Stanley
Elisabetta Alberti
Mary Flynn
Bruce Moore
Irena Tratnjek
Ricky Buller
Marjorie Atkinson
Ray Lewin
June Lawless
Claire Davis
Nev Stewart
Colin Yeoman
Kath Kelly

The Year that was at Bentley Wood - Yarrawonga:



2018 has been a very busy year for us all at Bentley Wood - Yarrawonga Care with many residents coming and going, both Respite and Permanent Care Residents.

Here is a summary for 2018:

We have seen 105 new residents. A combination of respite and permanent residents, which were admitted to Bentley Wood - Yarrawonga for varying lengths of stay.

72% of our residents are female.

Currently the average age of residents is 85 years old

36 new staff have commenced as part of our team in 2018.

We currently employ 133 staff at Bentley Wood– Yarrawonga.

We have received 992 documented incidents.

We have received 110 documented improvements and suggestions

We have reviewed and updated over 171 policies and procedures.

We have completed over 84 audits on a full range of areas.

We have completed 51 quality activity reports.

We have received and fixed hundreds of maintenance requisitions.

Resident survey: satisfaction rate of 99% - which identifies a strong indication that the organisation is meeting the vast majority of needs. Thank you for all the lovely comments about the staff. The staff do a fantastic job with every resident and work very hard to meet individual need. We applaud the staff for their efforts and nice to see residents acknowledge their efforts also.

Resident / Representative survey: satisfaction rate of 98% - outstanding result. Every resident at Bentley Wood - Yarrawonga is treated with respect and according to the Charter of Care Recipients' Rights and Responsibilities displayed throughout the facility. The staff ensures the care provided is according to best practice and this is evidenced through our accreditation history, the overwhelming positive results of the resident and resident representative survey and the formal and informal discussions held with all key stakeholders.



Staff survey: 96% satisfaction. A fabulous result. The results are a reflection of the majority of staff focusing on high standards of resident care and service, respect and professionalism, and team work.

Staff commitment to Woods Point for 5 years or longer has been 48 in total and 24 staff members have achieved 10 years of service.

We have dished up countless meals to residents, visitors and staff from our kitchen, with all meals being prepared on site under the guidance from our visiting Dietitian.

We have celebrated all of the resident's birthdays during the year.

I would like to thank all the staff for their tireless work, humour, commitment to the residents and professionalism in the care and services they deliver. I know all the residents appreciate your efforts.

We face many challenges every day and celebrate many occasions and although we may not get it right all the time, every effort is made to ensure the residents are secure, happy and respected.

We would also like to make special mention of our fabulous residents for your positive outlook and appreciation for your life at Bentley Wood – Yarrawonga.

We thank all our external services such as hairdresser, volunteers, medical staff, allied health staff and contractors.

We also thank representatives, volunteers, staff and visitors for the hard work and commitment to making Bentley Wood what it is.

We look forward to a successful and happy 2019 and wish you all the best for the coming year.

May we continue to face the successes and challenges together at Bentley Wood – Yarrawonga.

Website: www.bentleywoodpl.com.au

Marita Seamer - Director of Nursing

Dear all Residents and Representatives: December 2018

As you may or may not know we had the 3 year unannounced accreditation visit from the Aged Care Standards and Accreditation Agency on 18th and 19th December 2018, and the focus was on all 44 standards.

This result comes as a huge relief and affirmation – we do strive hard to provide a Quality service to **you**, the Resident.

A copy when received will be tabled at the next resident meeting.

Some of the comments made by the accreditors were:

Woods Point is the best aged care facility that they have assessed. The overwhelmingly positive feedback from residents and staff was impressive.

“Documentation showed the linking of resident’s needs, preferences and feedback to continuous improvement activities”.

Observations indicated staff interacts with residents/representatives in a supportive and consultative manner”.

“Residents/representatives expressed satisfaction with the way in which staff communicate with them in relation to clinical and personal care.

“Comments and complaints are actioned in a timely manner”.

Although you may not have been directly involved, I would like to acknowledge all the staff, residents and representatives for the hard work and commitment to Bentley Wood - Yarrawonga. The accreditors commented how our systems were comprehensive, the communication both informally and formally was very robust and effective, and the documentation in care notes met the standards.

We will not get it right all the time but we are always striving to ensure residents needs and preferences are met whilst balancing the legislation required, red tape and many idiosyncrasies.

If we do not get it right please let us know by completing an improvement form, speaking to the staff or arranging to meet with staff to discuss any concerns or voice your complaint.

Well done everyone, and thank you to all our wonderful residents for their supportive and encouraging words!

Finally to all the staff for the care, dedication and commitment shown to residents and their representatives – it's you who really make a difference to the resident's lives here.

Marita Seamer

Director of Nursing



CHRISTMAS RAFFLE WINNERS:

1st: Jeane Knights

2nd: Joan Condick

3rd: Esme Stamp

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



Shirley Poll
Jessie Mantell
Jean Worrell
Phyllis Pinder
Nancy Beswick
Carmen Lyons

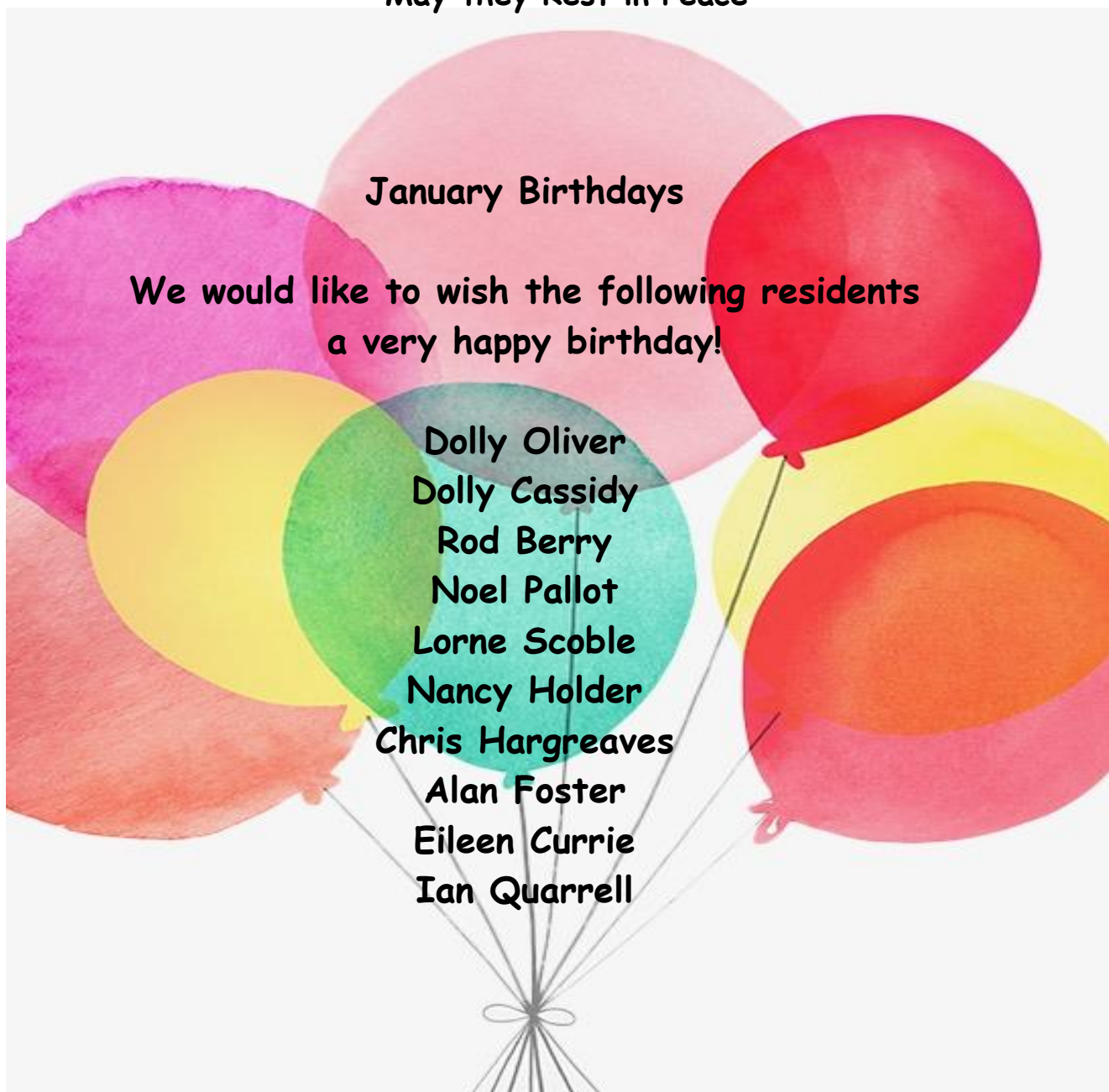


May they Rest in Peace

January Birthdays

We would like to wish the following residents
a very happy birthday!

Dolly Oliver
Dolly Cassidy
Rod Berry
Noel Pallot
Lorne Scoble
Nancy Holder
Chris Hargreaves
Alan Foster
Eileen Currie
Ian Quarrell



Special Events Calendar

3rd January- Residents & Representative's Meeting

4th January- Happy Hour & Kiosk

8th January- Carpet Bowls & Bingo

11th January- Happy Hour

17th January- Pub Lunch

23rd January- Australia Day celebrations

