

# WHAT'S THE POINT



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



# Resident & Representatives Meeting Minutes: 6th

June 2019



- Menu/ Food**

Survey after each meal and majority rules, have agreed this is the best way to manage individual tastes

Will continue to trial the menu in place for the next month, summary will be tabled next month of each meal and responses

- Counseling Services**

All residents have access to Counseling Services Yarrawonga

- Charter of Aged Care Rights**

From 1 July 2019, the new Charter of Aged Care Rights will provide the same rights to all consumers, regardless of the type of Commonwealth subsidized care and services they receives.

The Charter of Aged Care Rights focuses on high level consumer care and will make it easier for consumers, their families, carers and representatives to understand what they can expect from an aged care service

- Influenza Outbreak**

Thank you all for your understanding during this challenging time. The staff did an amazing job to ensure care needs were met when there were so many unwell residents and staff.

- Breakfast Trays**

Only residents that are acutely unwell are to receive a tray for breakfast

- Coffee Machine**

It looks like we will need to replace the coffee machine so will seek approval for the purchase of a new coffee machine



## GOULBURN & OVENS July 2019

MON	TUES	WED	THUR	FRI	SAT	SUN
<b>1</b> 9.30-Exercise. 10.30-Hangman 11.00-Frank/Jenny 11.30-Quick Quiz. 1.30-Bobs. 3.15-Trivia.	<b>2</b> 9.30-Exercise. <u>10.00-Catholic Church.</u> 10.30-Carpet Bowls. 1.30-Chats. <u>2.00-BINGO.</u>	<b>3</b> 9.30-Exercise. 10.30-Craft Group. 1.45-Mini Golf. <u>2.00-Anglican Church.</u> 3.00-The Bridge.	<b>4</b> 9.30-Exercise. <a href="#">10.30-R/Rep Meeting.</a>	<b>5</b> 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk & Quiz. <u>3.00-HAPPY HOUR</u>	<b>6</b> MOVIES & ICE CREAMS	<b>7</b> ACTIVI- TIES WING 5
<b>8</b> 9.30-Exercise 10.30-Quick Quiz. 11.00-Frank/Jenny. 1.45-Word Game. 3.00-The Bridge.	<b>9</b> 9.30-Exercise. <u>10.00-Catholic Church.</u> 10.30-Carpet Bowls. 1.30-Chats. <u>2.00-BINGO.</u>	<b>10</b> 9.30-Exercise 10.30-Craft. 1.30- <u>2.00-Anglican Church</u> 3.00-MONTHLY BIRTHDAY	<b>11</b> 9.30-Exercise. 10.45-Scrabble. 1.30-Scenic Drive. 3.30-Story Reading <u>3.00-HAPPY HOUR.</u>	<b>12</b> 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk & Quiz. 2.15-Meet the Kids. <u>3.00-HAPPY HOUR.</u>	<b>13</b> MOVIES & ICE CREAMS	<b>14</b> ACTIVI- TIES WING 5
<b>15</b> 9.30-Exercise. 10.30-Hangman. 11.00-Frank/Jenny. 11.30-Word Challenge 1.30-Bobs 3.15-Quiz.	<b>16</b> 9.30-Exercise. <u>10.00-Catholic Church.</u> 10.30-Carpet Bowls. 1.30-Chats. <u>2.00-BINGO.</u>	<b>17</b> 9.30-Exercise. 10.30-Craft 1.30 <u>2.00-Anglican Church.</u> 3.15-	<b>18</b> 9.30-Exercise. 10.30- 11.00-Anglican Church 1.30- 3.15-	<b>19</b> 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk & Quiz. 2.15-Meet the Kids. <u>3.00-HAPPY HOUR</u>	<b>20</b> MOVIES & ICE CREAMS	<b>21</b> ACTIVI- TIES WING 5
<b>22</b> 9.30-Exercise. 10.30-White Board 11.00-Frank/Jenny. 11.30-Letters. 1.30-Quiz. 3.15-Trivia	<b>23</b> 9.30-Exercise. <u>10.00-Catholic Church.</u> 10.30-Carpet Bowls. 1.30-Chats. <u>2.00-BINGO.</u>	<b>24</b> 9.30-Exercise. 10.30-Piano Lady/Craft 1.30- <u>2.00-Anglican Church</u> 3.15-	<b>25</b> 9.30-Exercise.	<b>26</b> 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk & Quiz. 2.15-Meet the Kids. <u>3.00-HAPPY HOUR</u>	<b>27</b> MOVIES & ICE CREAMS	<b>28</b> ACTIVI- TIES WING 5
<b>29</b> 9.30-Exercise. 10.30-Whiteboard. 11.00-Guess Who. <u>12.30-CHINESE LUNCH</u> 2.00-Trivia.	<b>30</b> 9.30-Exercise. <u>10.00-Catholic Church.</u> 10.30-Carpet Bowls. 1.30-Chats. <u>2.00-BINGO.</u>	<b>31</b> 9.30-Exercise. 10.30-Craft. 1.30 <u>2.00-Anglican Church</u> 3.15				

## More activities...



Sunday afternoon is a great time to have a little fun with a 10 pin bowling game. First we make sure the pins are even, then we get down to the game at hand.



Some enjoy the sun and just watching the process

Such a lovely afternoon gardening in the sun!

## July Birthdays

**1st July: June Willett**

**2nd July: Peter Lawrence**

**22nd July: Jean Knights**

**22nd July: Audrey Parish**

**27th July: Peter Dalton**

**28th July: Robert Ward**

**29th July: Bill Large**



A reminder for all residents to be mindful when sitting on walkers. Please apply the brakes before doing so and if possible sit in a chair instead.

## Opportunity to improve and Complaints

We are committed to providing a high-quality service.



From time to time you may be invited to participate in a focus group. The purpose of a focus group is to seek input and feedback about specific matters that affect consumers. The learning from the discussion can then be used to inform future action or it can be used to demonstrate the effectiveness of action that has been taken.

Throughout the year and at least annually there will be a survey conducted to seek your feedback about different aspects of the care and services we provide.

You are also encouraged to complete an Improvement Form to let us know what we are doing well, where we can improve or if you have a concern.

An Improvement form is included in this booklet, further copies are available in main lounge area.

Staff can assist you to complete an Improvement Form for you.

You have the right to raise issues of concern without writing your name if you do not wish to be identified.

Completed forms can be;

- Posted to the manager
  - Placed in a locked box located in main lounge or
- Given to a staff member



In addition to Improvement Forms you may discuss issues of concern with Director of Nursing during office hours, the Registered Nurse in Charge or at resident meetings.

We will work with you to promptly address and resolve issues using our Complaint Handling procedure.

All concerns raised are treated confidentially, promptly and fairly. \_

Progress and outcomes of concerns raised are discussed at Consumer Meetings and reported in the newsletter.



## GLAM DAY

It was a day of flowers and food. Our ladies dressed in their finery and donned a fascinator for the day. The men arrived with their bow ties and hats, some even wore braces. We started the afternoon with a fashion parade for both men and ladies. There were prizes for 1<sup>st</sup> 2<sup>nd</sup> & 3<sup>rd</sup> in both categories, but some were too difficult to place, so equal placing were awarded. This was followed by a few very ordinary jokes, from both staff and residents. Then following that we all sat to enjoy a lovely afternoon tea from our own kitchen, which was very scrumptious indeed. I am positive that a great day was had by all who attended.



If you would prefer to speak to an independent person the following services are available. Brochures about these services are available at front reception

The Aged Care Quality and Safety Commission (Commission)

This is a free service for anyone to raise a concern about safety or quality of care and services within Commonwealth funded aged care homes.

Tollfree: 1800 951 822

Address: GPO Box 9819

(In your capital city)

Online complaints form :

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Phone 131450 for the Translating and Interpreting Service (TIS) and ask them to contact the Commission on the above number.

For hearing or speech impaired phone the National Relay Service 1800 555 677 then ask for the Commission on the above number.

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 *Complaint Handling Procedure* or more information please contact:

Director of Nursing during business hours.



**The new Aged Care Quality Standards are contained in the Quality of Care Amendment Principles 2018. Assessment and monitoring against these new Standards will commence from 1 July 2019.**

The new standards will replace the 44 expected outcomes across the four standards.

Each standard says what you, the consumer, can expect. Your aged care provider has to meet an "outcome" for you and they have to demonstrate how they are meeting that outcome.

There are eight standards, and each one is about an aspect of care that contributes to your safety, health and well being.

We will provide details of 2 standards each month so you have a full understanding of the changes.

The graphic shows which part of your care these standards relate to, or you can see the list below:

- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisation's service environment
- Feedback and complaints
- Human resources
- Organisational governance



**Standard 1: Consumer dignity and choice**

**Consumer outcome:**

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

**Organisation statement:**

The organisation:

- (a) Has a culture of inclusion and respect for consumers;
- (b) Supports consumers to exercise choice and independence; and
- (c) Respects consumers' privacy.

*Management & Staff would like to express their sympathies to the Representatives of the passing of:*

*Kevin O'Shaughnessy*

*Frances Huggins*

*Doug Chamberlain*

*Harry Irving*

*Margot Gilham*

*May they Rest in Peace*

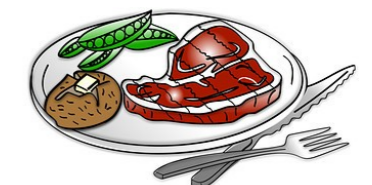
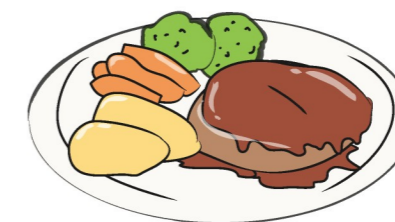
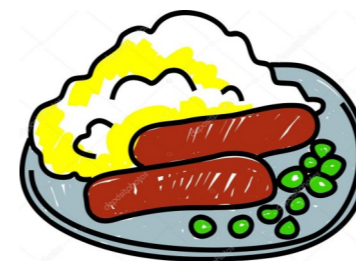


**Family & Friends**

Bentley Wood—Yarrowonga would like to remind family and friends that due to increasing costs of produce and wages, the prices of meals from 1st June 2019 are as follows:

- Lunch weekdays—\$15.
- Evening meal weekdays—\$10
- Weekends lunch —\$20 and \$15 for evening meal
- Public holidays—\$25

These costs excludes partners



**Requirements:**

The organisation demonstrates the following:

- (a) assessment and planning, including consideration of risks to the consumer's health and well being, informs the delivery of safe and effective care and services;
- (b) assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes;
- (c) assessment and planning:
  - (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
  - (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer;
- (d) the outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided;
- (e) care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

If you have any questions with regards to the new standards please speak to staff for clarification.

Bentley Wood - Yarrawonga will continue to strive to meet residents/ consumers needs whilst transitioning to the new standards

Marita Seamer  
Director of Nursing

**Requirements:**

The organisation demonstrates the following:

- (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- (b) Care and services are culturally safe.
- (c) Each consumer is supported to exercise choice and independence, including to:
  - i) Make decisions about their own care and the way care and services are delivered; and
  - ii) Make decisions about when family, friends, carers or others should be involved in their care; and
  - iii) Communicate their decisions; and
  - iv) Make connections with others and maintain relationships of choice, including intimate relationships
- (d) Each consumer is supported to take risks to enable them to live the best life they can
- (e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice
- (f) Each consumer's privacy is respected and personal information is kept confidential

**Standard 2- Ongoing assessment and planning with consumers****Customer care:**

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well being.

**Organisation statement:**

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimizing health and well being in accordance with the consumer's needs, goals and preferences.