

WHAT'S THE POINT



hello
August



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

Resident & Representative Meeting Minutes



Menu/ Food

- Alternatives discussed and residents encouraged to ask for what alternatives are available on the day.
- Residents enjoy the savoury option of an evening on alternate nights.
- Please reduce food waste by ensuring you ask for a meal that you will enjoy or by asking for a smaller portion size



Face washers & linen

- Please do not throw out! We have a sluice machine that can remove all stains. If stained, ask care staff to place in laundry straight away for laundering.



Wednesday Craft Group

- Encourage participation of all new residents. There is a variety of crafts and new ideas are always welcome! Every Wednesday at 10:30 in the main dining room



Happy hour

- Encourage more attendance from residents. It is a fantastic way to get to know one another and be involved.



Meal trays

- Only residents that are acutely unwell are to receive a tray for breakfast. Residents may help themselves to early breakfast and/ or come to the dining room for breakfast

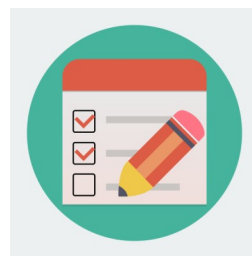
Consumer rather than resident

- All residents present reinforced that they do not wish to be called consumers but be called residents. This will be supported by Woods Point staff



Resident & Representatives Survey Result

There was a response rate of **23%** which means that the responses are indicative only as they do not necessarily reflect the views of the majority of resident representatives.



A satisfaction rate of 92% is a strong indication that the organisation is meeting the vast majority of needs. A great result!

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.

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.

Families or representatives are highly encouraged to maintain continuous communication with staff with regards to residents care. If there is any particular question or concern, you may speak to the DON/DDON or RN (afterhours).

Everyone is encouraged to continue to read newsletters and if possible attend meetings to be regularly updated. You are very much welcome to raise suggestions by completing improvement forms. Actions or outcomes are logged into a logbook located near the reception area (Suggestions and Compliments Logbook).

The newsletter is also available on our website:

www.bentleywoodpl.com.au

Again, thank you so much for your time and participation.



August Birthdays

Merv Simpson- 1st August

Rose Lister- 8th August

Terrence Wight- 10th August

Joan Davis- 20th August

Marlene Luscombe- 21st August

Rita McDonald- 23rd August

Betty Hutchinson- 27th August

Dawn Cooper- 28th August

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

Robert Ward

May He Rest in Peace

Gone But Not Forgotten, Forever In Our Hearts



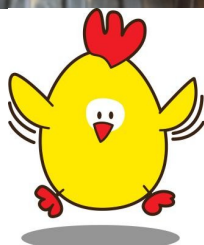
Some activities



Residents in Wing 5
enjoying playing
balloon games.



The baby chicks are
finally hatching!
Shirley is pictured
holding Woods Point's
youngest member!



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

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 wellbeing.

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 3: Personal care and Clinical care:

Consumer outcome:

I get the personal care, clinical care, or both personal care and clinical care that is safe and right for me.

Organisation statement:

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being



Requirements:

The organisation demonstrates the following:

- (a) Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - (i) Is best practice; and
 - (ii) tailored to their needs; and
 - (iii) optimises their health and well-being.
- (b) Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
- (c) The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
- (e) Information about the consumer's condition, needs and preferences is documented and communicated within the organisation and with others where responsibility for care is shared.
- (f) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- (g) Minimisation of infection-related risks through implementing:
 - (i) standard and transmission-based precautions to prevent and control infection; and
 - (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Purpose and scope of the Standard

Consumers and the community expect the safe, effective and quality delivery of personal and clinical care. The Standard applies to all services delivering personal and clinical care specified in the Quality of Care Principles, 2014.

Personal and clinical care and services can include:

- supervising or helping with bathing, showering, personal hygiene and dressing.
- providing personal mobility aids and communication assistance for consumers with impaired hearing, sight or speech
- nursing services, such as catheter care and wound management
- services aimed at getting back or improving a consumer's independence or daily living activities.
- specialised therapy services, such as support for consumers living with cognitive impairment.

Standard 4 – Services and supports for daily living

Consumer outcome:

I get the services and supports for daily living that are important for my health and well being and that enable me to do the things I want to do.

Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements:

The organisation demonstrates the following:

- (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- (b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.



- (c) Services and supports for daily living assist each consumer to:
- (i) participate in their community within and outside the organisation's service environment; and
 - (ii) have social and personal relationships; and
 - (iii) do the things of interest to them;
- (d) Information about the consumer's condition, needs and preferences is communicated within the organisation and with others where responsibility for care is shared.
- (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services;
- (f) Where meals are provided, they are varied and of suitable quality and quantity.
- (g) Where equipment is provided, it is safe, suitable, clean and well maintained.

Meaning of services and supports for daily living

Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities

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

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

Marita Seamer
Director of Nursing



Brian & Dawn's 75th Wedding Anniversary



The Staff and Residents
of Woods Point would
like to wish Brian &
Dawn a very happy 75th
wedding anniversary





Christmas



In July



MON	TUES	WED	THUR	FRI	SAT	SUN
			1 9.30-Exercise. 10.30-R/REP/MEETING. 11.30-Target Master. 1.30-Bobs. 3.15-Trivia/Quiz.	2 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-HAPPY HOUR	3 MOVIE & ICE CREAM	4 ACTIVITIES WING 5
5 9.30-Exercise. 10.30-Chats. 11.00-Frank/Jenny. 1.30-Word Challenge. 3.30-Reading The Bridge	6 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30-Chats. 2.00-BINGO	7 9.30-Exercise. 10.30-CRAFT 1.30-Mini Golf. 2.00-Anglican Church. 3.15-Trivia, Quiz.	8 PIRATE DAY 9.30-Exercise. 10.30-Scrabble. 1.30-Scenic Drive. 3.30-Story Reading.	9 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-HAPPY HOUR	10 MOVIE & ICE CREAM	11 ACTIVITIES WING 5
12 9.30-Exercise. 10.30-Word Challenge. 11.00-Frank/Jenny. 11.30-Whiteboard. 1.30-Trivia. 3.15-Quiz.	13 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30-Chats. 2.00-BINGO	14 9.30-Exercise. 10.30-Bobs 1.30-Word Challenge 2.00-Anglican Church. 3.00-MONTHLY BIRTHDAY	15 9.30-Exercise. 10.30-Fun with Letters. 11.00-Uniting Church. 1.30-Bobs. 3.15-Trivia/Quiz.	16 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-HAPPY HOUR	17 MOVIE & ICE CREAM	18 ACTIVITIES WING 5
19 9.30-Exercise. 10.30 Word Challenge. 11.00-Frank/Jenny. 1.30-Bobs. 3.15-Quiz.	20 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30-Chats. 2.00-BINGO	21 9.30-Exercise. 10.30-CRAFT. 1.30-The One.Young 2.00-Anglican Church. 3.15-Trivia/Quiz.	22 9.30-Exercise. 10.30-Bobs. 1.45-Scenic Drive. 3.30-Board game.	23 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-HAPPY HOUR	24 MOVIE & ICE CREAM	25 ACTIVITIES WING 5
26 9.30-Exercise. 10.30-Word Challenge. 11.00-Frank/Jenny. 11.00-WhiteBoard. 1.45 Quiz 3.15-Trivia.	21 9.30-Exercise. 10.00-Catholic Church. 10.30-Carpet Bowls. 1.30-Chats. 2.00-BINGO	28 9.30-Exercise. 10.30-Bobs. 2.00-Anglican Church. 1.45-Scenic Drive. 3.30-Hangman.	29 9.30-Exercise. 10.30-Target Master. 1.30-Mini Golf. 3.15-Trivia/Quiz.	30 9.30-Exercise. 10.00-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-HAPPY HOUR	31 MOVIE & ICE CREAM	