

WHAT'S THE POINT

hello
spring!



SEPTEMBER 2019

Welcome to the September Edition of
"What's the Point" The Woods Point
Aged Care Residents/Representatives
Monthly Newsletter

Resident & Representative

Meeting Minutes

August 2019



Menu/Food ~ The majority of the comments to Catering seem to be positive, and Catering make every effort to improve the temperature and variety of meals, and are always open to to improve where possible. We welcome your feedback



Occupational Health and Safety audit: ~ Please ensure all residents/representatives who smoke do so in the designated areas only and dispose of butts appropriately.

Wednesday craft group ~ variety of all crafts and new ideas welcome. Wednesday at 10.30 in main dining room



Christmas in July ~ A great day in which many of our resident attended the Golf Club for Christmas in July celebrations



Pirates day ~ a bit of fun to brighten the cold weather.

Staff respect ~ A reminder to residents and representatives to please be respectful of all of our staff. Thank you

Resident survey ~ Resident survey has been distributed, please complete and return to reception. If you need assistance to complete – please ask a staff member.



New standards and what it means for you: Aged Care Quality and Safety Commission have made available video online.

Link: www.agedcarequality.gov.au/resources/standards-consumer-video

Pirates Day



September Birthdays

Rod Zass ~ 2nd

Frank Preston ~ 3rd

Margaret Sandford ~ 10th

Carmel Nunn ~ 17th

Betty Jones ~ 18th

Helen Robertson ~ 22nd

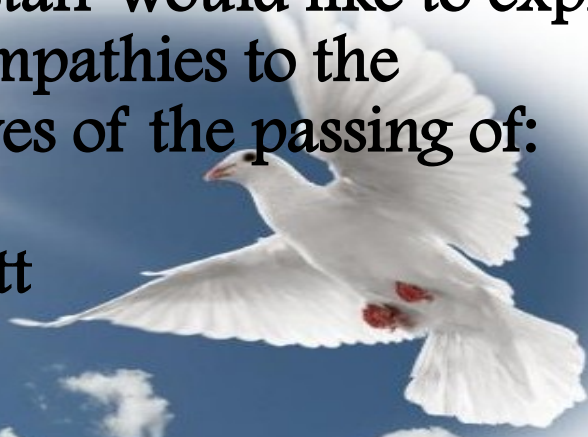
Lorraine Myers ~ 29th

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

- Margaret Crockett
- Doug Lincoln
- Verna Humphrys
-

May they Rest in Peace

God Bless Their Souls, Forever In Our Hearts



Aged Care Employee Day 07/08/2019.



A day to celebrate and honour those who care. This is a new initiative and will grow in future years.

Woods Point Aged Care employees enjoyed sweet treats, flowers, and a very special thank you card that many residents signed. Thank you Noel for organizing the card.

The Residents signed the card which said “ Thank you sincerely for your dedication, care and support.

Please know it is deeply appreciated.”

This is something that all employees can take with them every day,

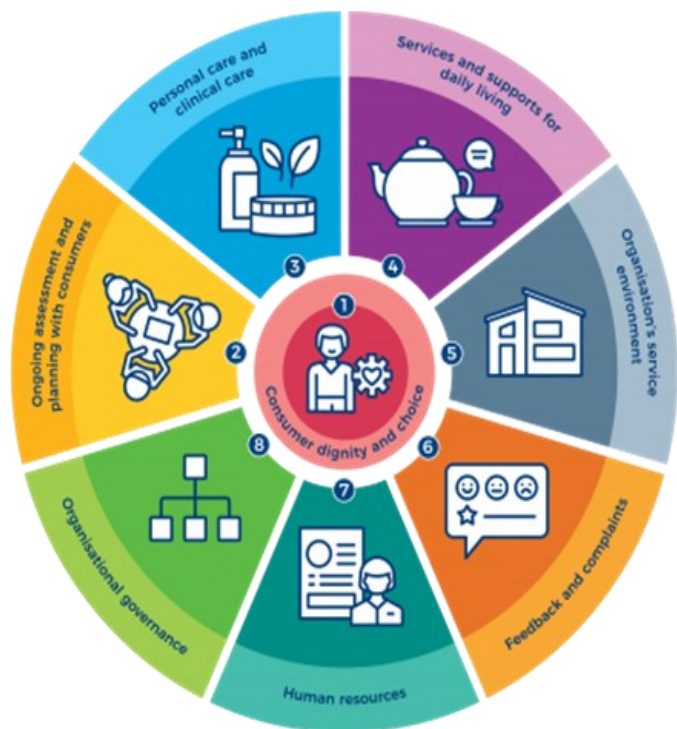


The new Aged Care Quality Standards are contained in the Quality of Care Amendment Principles 2018. Assessment and monitoring against these new Standards has commenced from 1 July 2019.

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 5: Organisation's service environment

Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.



Requirements:

The organisation demonstrates the following:

- (a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- (b) The service environment:
 - (i) is safe, clean, well maintained and comfortable; and
 - (ii) enables consumers to move freely, indoors and outdoors.
- (c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

Purpose and scope of the Standard:

Standard 5 applies to the physical service environment that the organisation provides for residential care, respite care. This Standard is for organisations providing a physical service environment.

It makes sure that the service environment, furniture and equipment support a consumer's quality of life, as well as their independence, ability and enjoyment.

This means that the service environment suits the consumer's needs and is clean, comfortable, welcoming and well maintained. It includes how the safety and security, design, accessibility and layout of the service environment encourage a sense of belonging for consumers.

This Standard covers how an organisation's service environment:

- Supports the consumer's ability to take part in the community and engage with others.
- Minimises confusion so consumers can recognise where they are and see where they want to go.
- Encourages consumers to make their living areas more personal.
- Welcomes consumers and their family or visitors and provides spaces for culturally safe interactions with others.
- Is safe, well maintained and clean.
- Helps consumers to move freely in the environment.
- Subtly reduces risk where needed so safety features don't dominate the environment.

Provides security arrangements in line with best practice to protect consumers when lawful and necessary.





Standard 6: Feedback and complaints

Consumer Outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feed-

back and complaints, and appropriate action is taken.

Organisation Statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforces and others and use the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements:

The organisation demonstrates the following:

- a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
- b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
- c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
- d) Feedback and complaints are reviewed and used to improve the quality of care and services.

Purpose and scope of the Standard

Standard 6 requires an organisation to have a system to resolve



complaints. The system must be accessible, confidential, prompt and fair. It should also support all consumers to make a complaint or give feedback. Re-

solving complaints within the organisation can help build the relationship between the consumer and the organisation. It can also lead to better outcomes.

The Standard covers key elements of an effective complaints management system that:

- encourages consumers to give positive and negative feedback to their organisation about the care and services they receive
- responds to feedback and complaints consumers and others make formally and informally, written or verbally to the organisation
- helps organisations keep improving, informs improvements to care and services and resolves issues for consumers and others.

Organisations are expected to demonstrate open disclosure. This is in line with up-to-date practices of open communication and transparent processes. It includes acknowledging and apologising when the organisation has made mistakes.

Consumers should feel safe and comfortable giving feedback to the organisation. Some consumers have barriers that make it difficult for them to raise complaints. These could be cognitive or communication difficulties, language or cultural differences. The nature of a complaint can also be particularly sensitive or private. Organisations are expected to look for ways to tackle these barriers and create a culture that welcomes feedback and supports consumers to make complaints.

Marita Seamer

Director of Nursing

WOODS POINT AGED CARE ANNUAL SPRING DANCE

September

11th

2pm to 4pm

Ray McCartney

Performing

**Come along and
join the fun**



The Resident's Corner

The Bullockies Wife.

My Grandmother, circa 1890's, Dolly Widdup, husband Mick. They lived in Urana on the Lockhart Road. Dolly was alone a lot with two young kids with her as husband Mick was away. At this time shearing was on at Brookong Station not far away, 200 men, shearers, shed hands etc were employed.

Dolly sits in her cottage at night and listens, kids are asleep, rifle on her knees, dog beside her. Shearers pass by into Urana to get booze, fighting, rowdy, swearing, drunk on the way back.

The dog barks madly at the noise. A voice rings out "Hello, can I get a drink of water Missus?". "No way, get on your way or I will let this dog out".

Later... Dolly steps outside, rifle at the ready, she yokes the horse and gig and drives with two kids and the dog, 3 miles to her in-laws house to spend the night.

The next day Dolly goes home to find an old rouser on the road dead, killed for his purse.

The crime was never solved.

P.S. Granny said she knew who called at her place that other night by his voice as she had worked in her sisters pub in the district. He was not a nice person.

By Mick