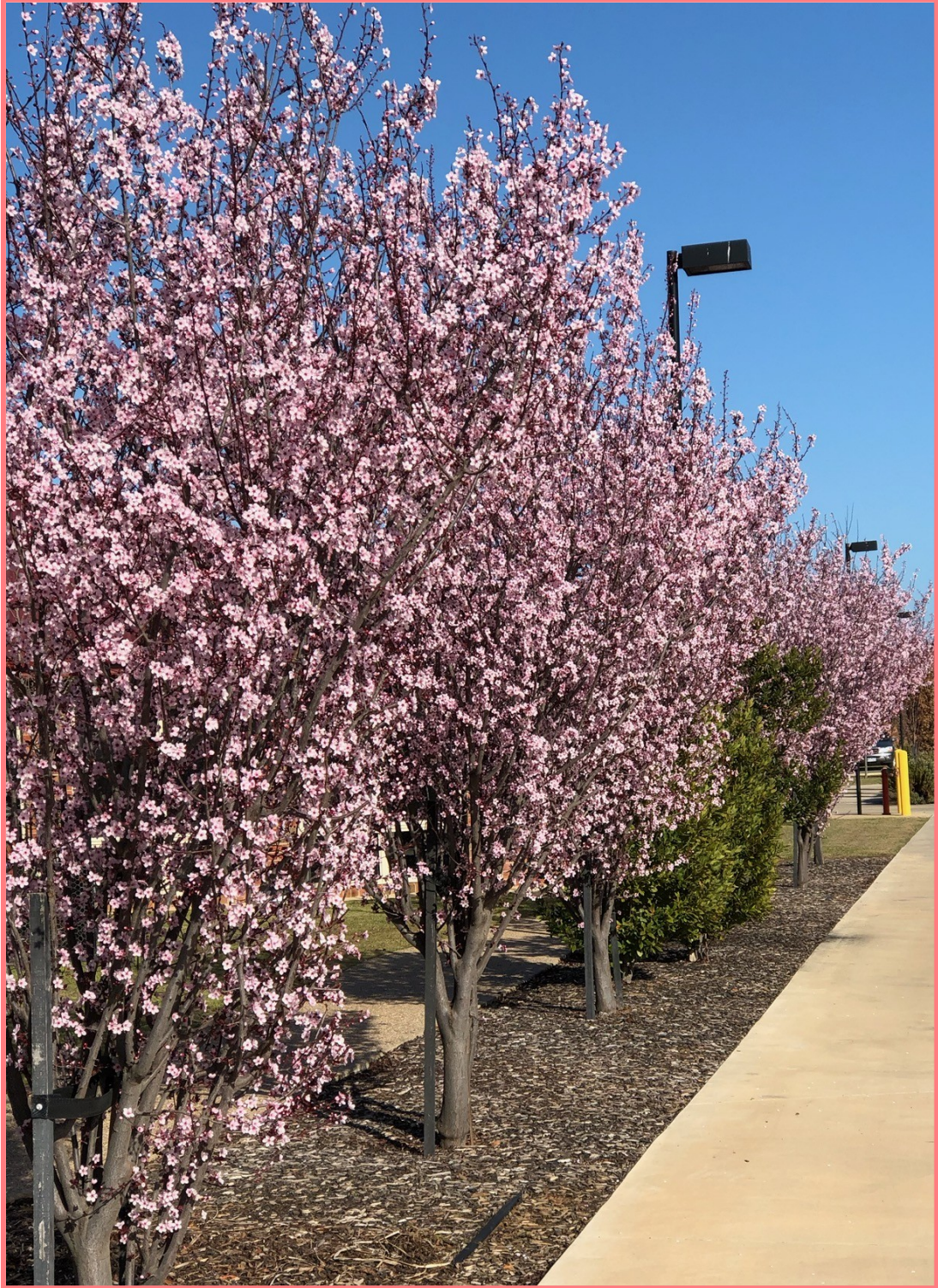


WOODS POINT NEWSLETTER

OCTOBER 2020





Resident & Representative Meeting Minutes

September 2020

Menu/Food ~ Soup - all present agreed to soup every second night and a main meal on non soup nights.

Covid 19 Update ~ Visiting - still through booking system. Now the weather has improved - encourage visitors to be outside adhering to social distancing. We will continue to risk screen where visitors are coming from and accommodate all residents.

Resident Safety ~ Double adapters are not to be used in the rooms please this is for your safety, please purchase a power board which will be tagged and tested.

Opportunity to improve & complaints ~ Information provided to all via Resident Information Booklet and Staff handbook.

Activities ~ Now we are in spring - we encourage you all to access the outdoor areas. We will set up afternoon tea outside some days. Make the most of Spring!

Next Meeting: 1st October 2020 at 10.30am in the main lounge area

Resident and Representatives meeting is scheduled monthly. The meetings are held on the **first Thursday of the month at 10.30 in the main dining room.**

All residents & representatives are invited to attend these meetings.

Monthly Reminders

WOODS POINT HAPPY HOUR!

FRIDAY FROM 3PM



We host 'Happy Hour'
in the main lounge
every Friday at 3pm.
We invite all to come
and socialise, enjoy your
beverage of choice and
some music.



Hair Salon Appointments

Mondays, Wednesdays & Thursdays appointments
can be made directly with Kylie or by leaving your
name with reception

RESIDENT SURVEY RESULTS.

97.5% SATISFACTION!

Thank you to all who contributed.

A good response rate ensures confidence that the results reflect the majority. Overall satisfaction of 97.5% is a fantastic result and is a strong indication that the organisation is meeting the vast majority of needs and expectations. An amazing result!

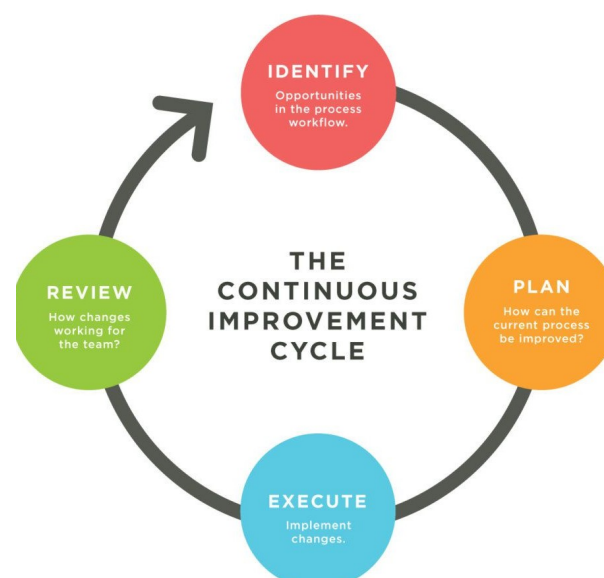
We receive great feedback about staff, care and service from Residents, Representatives and Visitors. Thank you again for the wonderful comments, and the great result of this survey. We do endeavor to please and we work to deliver care and service of a high standard. Results of the survey will be passed 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 endeavor to address any reasonable concern if at all possible.

Copies have been placed in Resident lounge and in Staff rooms.

Please take the opportunity to read through the results, the few identified issues, and ways for us to improve.

Thank you again!



A snippet of this month's activities

Merv joined in a game of carpet bowls with co residents- hitting the jack and winning in the end by 1 point- beating Ernie, 50 to 49.



Enjoying life! It was such a pleasant day outside with the residents wing 5 enjoying sun therapy outside chatting.



Standard 6 - Feedback and Complaints

The best way to achieve this standard is through effective communication between residents/representatives and staff so we can ensure the residents/representatives can provide feedback or make a complaint and appropriate action is taken when feedback or a complaint is made.

Consumer outcome

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement

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

Requirements:

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

Feedback and complaints are reviewed and used to improve the quality of care and services.

Bentley Wood Aged Care is committed to creating a positive, blame-free, resolution – focused culture where concerns are encouraged and viewed as an opportunity to learn why something happened and how it can be improved. These opportunities allow us to strengthen our relationship with consumers and their representatives.

The Complaints Officer (DON/DDON) uses the following complaint handling process steps:

We have an established, resolution-focused complaint handling system allows us to deal with many issues quickly and effectively and; contributes to continuous improvement of the care and services we provide.

Consumers are involved in discussions and decisions about their day-to-day care during care assessment, care planning and care evaluation.

Consumers are encouraged to provide feedback and/or discuss issues of concern with the staff member providing their care, the RN in charge, senior management or at consumer meetings.

Surveys also provide an opportunity for consumers to provide feedback which is conducted at least annually.

Information about the internal and external complaints mechanisms are accessible through:

- The Consumer Agreement (permanent and respite)

- The Consumer information booklet

- The consumer and family orientation which includes a verbal explanation and an opportunity for questions

- The newsletter provides regular updates and reminders



- Posters and displays on communication boards, and around the facilities:

 - The Aged Care Quality and Safety Commission poster and brochures – Do you have a concern? Translated material is provided as relevant.

 - A poster related to accessing the National interpreter service.

 - A poster encouraging Compliments, Suggestions and Concerns and the use of the Improvement Form

 - Brochures for the Older Persons Advocacy Network.

All key stakeholders have access to improvement forms which are used to identify opportunities to improve, comments and concerns, including complaints.

Staff assist consumers to complete or complete the form.

Consumers have the right not to be identified on the form therefore comments should be written in a way that does not identify them.

A locked box is provided for consumers/ representatives, visitors and suppliers to place completed Improvement Forms.

Bentley Wood conducts open disclosure discussions with consumers/representatives "...when something goes wrong that has harmed or had the potential to cause harm to a consumer.

Harm is defined as "...physical, psychological or social resulting in loss of quality-of-life, impairment, suffering, injury, disability or death."

The need for open disclosure may arise from a complaint or an incident. The open disclosure process includes explaining to the consumer what happened, listening to the consumer experience about what has happened, apologising and explaining the steps that have been taken to prevent recurrence. It includes acknowledging and apologising when the organisation has made mistakes.

Consumers should feel safe and comfortable giving feedback to the organisation. . Organisations are expected to look for ways to tackle these barriers and create a culture that welcomes feedback and supports consumers to make complaints.

A collaborative approach is taken with complainants to ensure timely resolutions are found to complaints through open communication and transparent processes.

Management and staff respect consumer rights when handling a complaint particularly; their right to complain free of reprisal and have complaints dealt with fairly and promptly.

The Complaints Officer (DON/DDON) uses the following complaint handling process steps:

Acknowledge all complaints quickly

The need for an open disclosure process should be identified and initiated as soon as possible.

Assess the complaint and the associated risk, then allocate a priority

Plan the type of information required to assess the complaint.

Investigate the complaint as required to inform the resolution approach

Response to the complainant with a clear decision

Follow up any concerns

Consider whether there are systemic issues.

No matter which approach is taken a documented plan is completed.

When finalising a complaint, systemic issues are considered and action taken to prevent the same issues from being repeated.

Action may include one or more of the following:

- A review of policies and procedures

- A review of the recordkeeping system

- Staff training and or support

- A review of equipment and the service environment.



If consumers/representatives would prefer to speak to someone independent of the organisation or a complaint has not been able to be resolved the following services are available.

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

Tollfree: 1800 951 822

Address: GPO Box 9819 (in your capital city)

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

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

If you have any concerns about your care and services being offered that are not as you wish please discuss with a staff member or arrange to meet the Director of Nursing, Deputy Director of Nursing, or Registered Nurse in charge to discuss any concerns you have or would like to provide feedback or make a complaint.

Marita Seamer—Director of Nursing

Visiting Update: 29/9/20

The booking system will continue for all visits at Woods Point and we encourage social connections with families. Skype, face time and zoom continues to be offered.

Restrictions remain in place for those from metropolitan Melbourne and any other areas known as hot spots. Weekend visits remain restricted unless prior approval authorised.

Social leave may be offered providing this is prearranged. This needs to be booked during business hours so after hours staff can be informed.

This system will be in place for months to come and we will continue to remain vigilant by minimising the risk to residents and staff. Screening will continue and be reminded that masks need to be worn at all times by visitors to Woods Point and social distancing strictly adhered.

We thank you for your cooperation and if you have any concerns please contact Woods Point.





FAMILY RESOURCES

We have a great resource available for families called:

"When someone dies - A practical guide for family and friends"

You may find this information valuable and a helpful resource

"When someone is dying or has died, it can be a very difficult and stressful time. This booklet is meant to help. We hope it will give you support and direction during this time. It has information and practical ideas about things to do before and after an adult family member or friend dies. This booklet was researched and developed by Queensland Health's Care at End of Life Project team in consultation with an extensive group of clinicians, consumers and content experts from across Queensland; the Aboriginal and Torres Strait Islander Cultural Capability Team and their state wide network; and Health Consumers Queensland."

West Hume Palliative Care

You can find a copy on the brochure board.



October Birthdays

Joan Oliver ~ 3rd

James Marks ~ 9th

Bev Orr ~ 9th

Mervin Wignell ~ 15th

Joe Tierney ~ 22nd

Bob Mackinnon ~ 24th

Lorraine Magill ~ 25th

Dorothy Loudon ~ 26th

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



Malcolm Stewart

Lyn Rainsford

John Eardley

Ray Brewer

Brian Goldsworthy

Terry Jellett

Patricia Murray

WOODS POINT SPRING DANCE







AFL QUIZ

1. Which AFL team's song contains the line: 'There's history here in the making'?
2. Which team's song is the tune to the French national Anthem?
3. The Magpies of the VFA: Formed in 1865, and wearing a black and white striped jerseys, this inner Melbourne club was who?
4. What colours do Collingwood wear?
5. "Swans will go in and in overall, while her loyal sons are marching onward to"?
6. The UTS Bats first played in an SFA completion in which year?
7. You're a grand old flag' is a line from the team song of which club?
8. Which football ground hosted a VFL practice game in 1938 between Essendon and Fitzroy?
9. Adelaide has the nickname of what?
10. Which AFL team called Moorabbin Oval its home for many years?

Answers to Quiz

- | | |
|-------------------|----------------------|
| 1. Port Adelaide | 8. North Hobart Oval |
| 2. Brisbane Lions | 9. Crows |
| 3. Brunswick | 10. St Kilda |
| 4. Black & White | |
| 5. Victory | |
| 6. 2000 | |
| 7. Melbourne | |



PHOTOS FOR THE MONTH






Spring is here with the beautiful weather we have been having; all the trees are in full bloom and even the chooks are enjoying the warmer days!



Wing 5 ladies enjoying a game of Bobs & a dance.



GOULBURN & OVENS OCTOBER 2020					
MON	TUES	WED	THUR	FRI	SAT
			1 9.30-Exercise 10.30-Res/Rep/Meeting 11..30-Quiz 2.00-Bingo	2 9.30-Exercise 10.30-Men's Retreat 11.15-Word Challenge 1.30-Kiosk 2.30-Quiz 3.00-Happy Hour	3 MOVIES ICE CREAM
4 NO ACTIVITY STAFF					
5 9.30-Exercise 10.30-Word Challenge 1.45-Scenic Drive 2.45-Quiz Trivia	6 9.30-Exercise 10.30-Carpet Bowls 2.00-BINGO	7 9.30-Exercise 10.30-CRAFT 1.30-Walking Group 2.00-Bobs 3.30-Gardening	8 9.30-Exercise 10.30-Craft 11.30-Quoits 2.00-BINGO	9 9.30-Exercise 10.30-Men's Retreat 11.15-Word Challenge 1.30-Kiosk 2.30-Quiz 3.00-Happy Hour	10 MOVIES ICE CREAM
11 NO ACTIVITY STAFF					
12 9.30-Exercise 10.30-Word Challenge 1.30-Walking Group 2.00-Horse Racing 3.30-Got The Answer	13 9.30-Exercise 10.30-Carpet Bowls 2.00-BINGO	14 9.30-Excercise 10.30-CRAFT 1.30 3.00-MONTHLY BIRTHDAY	15 9.30-Exercise 10.45-Scenic Drive 11.30-Hangman 2.00-BINGO	16 9.30-Exercise 10.30-Men's Retreat 11.15-World Challenge 1.30-Kiosk/Quiz 3.00-HAPPY HOUR	17 MOVIES ICE CREAM
18 NO ACTIVITY STAFF					
19 9.30-Exercise 10.30-Bobs 1.45-Scenic Drive 2.45-Trivia Quiz	20 9.30-Exercise 10.30-Carpet Bowls 2.00-BINGO	21 <u>SPORTS DAY</u> 9.30-Exercise 10.30-Hand Ball 1.30- Sport Quiz 3.30-Bean Bag Toss	22 9.30-Exercise 10.45-Scenic Drive 11.30-Hulla Bags 2.00-BINGO	23 1.30-Football Quiz 3.00-HAPPY HOUR <u>PUBLIC HOLIDAY</u>	24 MOVIES ICE CREAM
25 NO ACTIVITY STAFF					
26 9.30-Exercise 10.30-Word Games 1.30-Walking Group 2.00-Gardening 3.30-Trivia	27 9.30-Exercise 10.30-Carpet Bowls 2.00-BINGO	28 9.30-Exercise 10.30-Craft	29 9.30-Exercise 10.45-Scenic Drive 11.30-Quoits 2.00-BINGO	30 9.30-Exercise 10.00-Men's Retreat 11.15-World Challenge 1.30-Kiosk/Quiz 2.30-Story 3.00-Happy Hour	31 MOVIES ICE CREAM
					<u>PROGRAM</u> <u>SUBJECT</u> <u>TO</u> <u>CHANGE.</u>