

BENTLEY WOOD NEWSLETTER

WOODS POINT – YARRAWONGA

OCTOBER 2023



Resident & Representative Meeting Minutes - Yarrawonga

A Resident & Representative Meeting was held on the 7th of September 2023. A summary of those minutes follows:

Facility Improvements – Garden courtyard currently being installed. Smoking will no longer be permitted in this area due to the renovations and access to all residents. Smoking available in Wing 2 outside sitting area.

New Kitchen flooring has been installed. No major issues using the external portable kitchen during this time. Thanks to all staff and residents for their patience.

Meals – Discussed and some minor issues raised (cold tea and coffee and some soup a little on the thin side). Kitchen to address these issues. New menu for spring will be implemented shortly.

Donations – Lake Mulwala Community Action Group have donated funds to purchase pots and indoor plants to be installed throughout the facility.

Resident Survey – During August the residents were engaged in a survey to garner their opinions on living at Woods Point. All results identified the residents were mostly satisfied with care, service and activities. 85% excellent, 10% good and 5% moderate. Nil issues identified during the data collection. Current planning, care and service delivery.

Activities Survey – Undertaken with 91 residents 88 engaged. High number indicated spending time with family and friends and 1:1 with volunteers and staff was preferable to large group activities. Information will be utilised to develop individualised and group programs accordingly.

Clothing Labels – Reported that labels are coming off – will follow up with manufacturer.

Consumer Advisory Body – Processed outlined to residents of the requirement to undertake on an annual basis.

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 and representatives are invited to attend these meetings.

WiFi



Dear residents and representatives.

We have had the NBN installed at both facilities at Yarrawonga and Myrtleford to improve the capacity of access to Wi-Fi – however given our location – the Wi-Fi is very unreliable.

Woods Point and Myrtleford Lodge require Wi-Fi for our computers to provide clinical care as well as the activity program. By allowing access to residents – the Wi-Fi becomes more unreliable.

Therefore, residents will no longer be able to access the facility Wi-Fi. If you require Wi-Fi you can arrange a net gear (or similar) through Telstra to enable you to access the internet for personal purposes.

We are working with IT for solutions in an attempt to remedy this, however, Wi-Fi is not a care and service we need to provide.

Origins of Halloween

Because the tradition of Trick or Treat and celebrating Halloween is big in America you might think that this is an American tradition.

However, Halloween is based on a Celtic Festival of Samhain, (pronounced "sou-when") which was, in the simplest terms, a festival celebrating the changing of the seasons from light to dark (summer to winter).

Early Christian officials tried to impose their own holiday in an effort to stop their converts from practicing non-Christian festivals. Pope Gregory III deemed November 1, All Saints' Day, a celebration of Christian martyrs and saints, and November 2 became All Souls Day, a day for remembering the souls of the dead. All Saints' Day later became known as All Hallows' Day, and the previous day, October 31, became known as All Hallows' Eve, then later, Halloween. And is among the oldest traditions in the world as it touches on an essential element of the human condition: the relationship between the living and the dead.

Every recorded civilisation has created some sort of ritual observance focussed on what happens to people when they die, where they go and how the living should best honour those who have passed.



About the Aged Care Standards

Organisations providing Commonwealth subsidised aged care services are required to comply with

the Aged Care Quality Standards (Quality Standards). Organisations will be assessed and must be able to provide evidence of their compliance with and performance against the Quality Standards from 1 July 2019.

The Quality Standards focus on outcomes for consumers and reflect the level of care and services the community can expect from organisations that provide Commonwealth subsidised aged care services.



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The Quality Standards are made up of eight individual standards:

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance.

Each of the Quality Standards is expressed in three ways:

- a statement of outcome for the consumer
- a statement of expectation for the organisation
- organisational requirements to demonstrate that the standard has been met.

Compliance with the Quality Standards is mandatory from the date of commencement. Organisations are required to demonstrate performance on an ongoing basis to meet Australian Government requirements. The Australian Government may act when providers do not comply. This includes under aged care legislation or through the funding agreement with the organisation.

The Standards provide a framework of core requirements for quality and safety. Some Standards will apply differently to organisations, depending on the types of care and services they provide. Many organisations will go beyond these core requirements to provide a higher quality of care and services for consumers.

Over the next few months, we will look at each of the Standards individually, starting with Standard 1. Consumer dignity and choice, this month.

Standard 1. Consumer dignity and choice

Consumer outcome

(1) 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

(2) The organisation:

- (a) has a culture of inclusion and respect for consumers; and
- (b) supports consumers to exercise choice and independence; and
- (c) respects consumers' privacy.

Assessment against this Standard

For each of the requirements, organisations need to demonstrate that they:

- understand the requirement.
- apply the requirement, and this is clear in the way they provide care and services.
- monitor how they are applying the requirement and the outcomes they achieve.
- review outcomes and adjust their practices based on these reviews to keep improving.

Intent of this requirement

People are all shaped by personal characteristics, experiences, values and beliefs. Aged care consumers have the same diversity of characteristics and life experiences as the rest of the community. Each consumer has social, cultural, language, religious, spiritual, psychological and medical needs that affect the care, services and supports they need.

No two consumers' lived experiences are the same. What is respectful or dignified for one consumer might not be for another. This means organisations need to take the time to listen to and understand each consumer's personal experience. They need to work with consumers in an inclusive and respectful way, using a consumer-focused approach.

It's important for an organisation to address diversity, whether or not a consumer has told them about their unique life experiences or characteristics. Using strategies to support the organisation's commitment to diversity helps consumers to feel confident sharing their identity and helps the workforce to see them as a whole person.

HAPPY BIRTHDAY

October 2023

- 1st Jeanette Sproat
- 3rd John Sproat
- 4th Sheila Dove
- 9th Beverly Orr
- 15th **Harold Wignell – Turning 102!!**
- 22nd Margaret Potter
- 24th Vincent Drake and Robert Mackinnon
- 27th Margaret Marshall



Father's Day High Tea

Happy
Father's
Day



This year our residents
celebrate Father's Day
with a high tea which
was enjoyed by all.





Management and staff of Bentley Wood wish to pass on their condolences to family and friends of residents who have sadly passed.

Rose Lister



Resident Activities

Our Residents recently took part in “Balloon and noodle tennis”. This activity assists with hand and eye co-ordination and is a great activity for older residents.

The game is played with a balloon and as it is a large and slow-moving target it is easy for the residents to see and gives them time to react. The noodles are lightweight and easy to hold and swing.

There was much laughter and keen competition amongst our residents during this activity.



Resident Activities



Birthday Celebrations



Our Courtyard refurbishment is completed.

During September works commenced on the refurbishment of our Courtyard. Originally this area was under-utilised and the surrounds on offer were not terribly inviting.

We have installed garden beds and planted some lovely plants including some Magnolia and other trees. Artificial turf has been laid to soften and provide a cooler vibe.

We had an official opening on 28 September 2023 with a morning tea which was thoroughly enjoyed by our residents.





Green Thumb



Julie loves nothing more than getting out into the garden and as such has planted some vegetables and flowers which she tenderly cares for.

Recently, Julie picked a couple of very good-sized cauliflowers from her garden boxes which our kitchen gratefully accepted and put on a recent menu.



Musical Entertainment



What better way to spend some time on a Friday afternoon than with Happy Hour and some Music?!

Col Watson came in recently and played some of his music for the benefit of our residents during Happy Hour. As you can see from the pictures herewith, it was a very enjoyable afternoon for our Residents.

