

BENTLEY WOOD NEWSLETTER

WOODS POINT - YARRAWONGA

NOVEMBER 2023



Resident & Representative Meeting Minutes

Yarrowonga

A Resident & Representative Meeting was held on the 5th of October 2023. A summary of those minutes follows:

Facility Improvements – *The courtyard* has been completed and the resident's feedback has been extremely positive. *Glass doors* – recent incident involving resident driving into closed glass door has highlighted risk – both entrance doors to have further identification stickers installed.

Clothing labels – Issues with the clothing labels coming off clothing. Contact was made with supplier and new labels being utilised. Feedback requested on any issues. Unidentified clothing items are displayed in the laundry and residents asked to check with staff if they are missing any clothing.

Meals – Residents reminded of the risk of consuming food brought into the facility and staff cannot be responsible for food brought in by residents and family. High risk foods identified include, cold meats, cooked chicken, pate or other meat spreads, pre-prepared foods such as salads seafood etc., and residents reminded that these items must be consumed at the time of being brought into the facility. Staff are not to store these foods and reheat them. Also reminded residents that they are not to share these foods with fellow residents.

Feedback on food was positive. Residents enjoyed the calamari recently served more regularly. Savory options now available on evening meal menus. Birthday cakes enjoyed by all and thanked Mal for his effort. Satisfaction rate 96%.

Policies and Procedures – Staff reminded of the requirement to be aware of all policies on emergencies and provided with details on these emergencies and where these can be found.

COVID-19 Residents thanked and congratulated all staff for their efforts during recent outbreak.

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.



The Australian Government is introducing a new registration system called *MyMedicare* which is free and voluntary.

When you register in *MyMedicare*, it will notify your general practice that you have chosen them as your regular care team. Additional funding will be available from the government to help them provide the care you need.

MyMedicare patients will have access to:

- greater continuity of care with your registered practice, improving health outcomes
- longer Medicare Benefit Scheme (MBS) funded telehealth consultations with your GP
- triple bulk billing incentive for longer MBS telehealth consultations for children under 16, pensioners, and concession card holders, from 1 November 2023
- more regular visits from your GP and better care planning for people living in a residential aged care home, from August 2024
- connections to more appropriate care in general practice for people who visit hospital frequently, from mid-2024.

If you choose not to register in *MyMedicare*, you'll still be able to access the same quality of care from your healthcare providers.

Woods Point Residents/NOK wishing to register for *MyMedicare* will be assisted by Denis Medical Centre who will pre-fill forms for signature.

Further information can be obtained from the government website

<https://www.health.gov.au/our-work/mymedicare/about>

Why register in MyMedicare?

By registering as a patient, additional funding becomes available to your healthcare provider to deliver the care you need.

MyMedicare patients may have access to:

A formalised ongoing relationship with your general practice and preferred GP, which has been shown to improve health outcomes.

Longer MBS-funded telephone consultations with your usual general practice, from 1 November 2023.

Longer bulk billed telehealth consultations for children under 16 and Commonwealth concession card holders, at the new triple bulk billing rate, from 1 November 2023.

More regular visits from their GP and better care planning for people living in a residential aged care home, from August 2024.

Connections to more appropriate care in general practice for people with chronic conditions who visit hospital frequently, from mid-2024.

Changing your preferred GP

MyMedicare does not tie you to a particular GP – you can change your preferred GP within your registered practice at any time. You can also register with a new practice if you meet the eligibility requirements and the practice is already registered in MyMedicare.

Your privacy matters

MyMedicare is a registration system and won't hold any of your clinical health information. Your clinical health information will continue to be stored in your My Health Record, if you have one. All personal information recorded in MyMedicare, including your chosen health care providers, will be kept secure and your privacy will be maintained. Read the MyMedicare Privacy Notice at health.gov.au/mymedicare-privacy for further information.

Talk to your regular general practice or GP about registering in MyMedicare, or find out more at health.gov.au/mymedicare



Scan this QR code for registration information



Australian Government

my medicare

Stronger links between patients and health professionals, better health outcomes



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.



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.

Last month we covered Standard 1 – Consumer dignity and choice. This month, we will look at Standard 2. Ongoing assessment and planning with consumers, and, Standard 3. Personal Care and Clinical Care.

Standard 2. Ongoing assessment and planning with consumers



Consumer outcome

- (1)** 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

- (2)** 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 optimising health and well-being in accordance with the consumer's needs, goals and preferences.

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.

Standard 3. Personal care and clinical care



Consumer outcome

- (1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement

- (2) 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.

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.



Happy Birthday

November 2023



6th Patricia Sayers

12th Ruby Grant

26th Lily Walters



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

Betty Hutchinson

Ronald Matthews

Noreen Lowrie

Helen Burkett



Resident Activities

AFL Grand final day. Those residents who were interested in the AFL Grand Final watched the game on the television. Mavis who is an avid Collingwood fan got dressed up for the day and even managed to get a live Magpie to pose with her on the day - must have been a good omen for Collingwood.



Woods Point Residents gathering in the main lounge to watch the AFL Grand Final.

Resident Activities



Back in October, some of our Residents had the opportunity of participating in a bus trip to Devenish for morning tea.

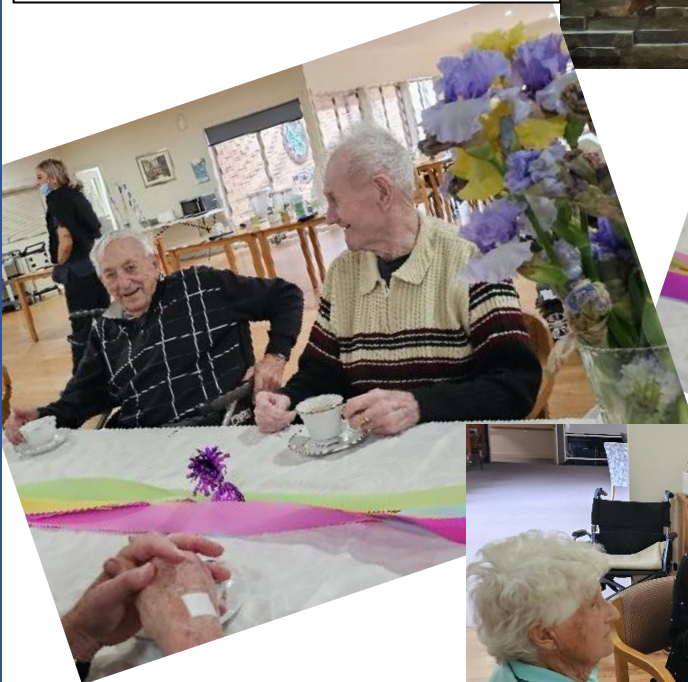
Some of our residents were also joined by family members on the day – from all accounts the tea/coffee, cakes and sandwiches were enjoyed by all.



Happy 102nd Birthday Harold.

What an achievement!

Harold recently celebrated his 102nd Birthday with fellow residents. Harold is a well-known and much-loved resident who came into Woods Point back in April 2019 when he was just a mere 97 years and celebrated his 98th Birthday that October. Harold still enjoys going out for coffee with his friends on a regular basis. Harold is always up for a chat and a big broad smile is never too far away.



Resident Birthday Celebrations

Each Month Woods Point celebrates the Birthday's of our Residents for that month with a cake and afternoon tea.

The kitchen have been preparing the most delicious cakes and at the last meeting, the residents commented on how good they have been.



Resident Activities

The recent refurbishment of our Courtyard has been a big success with our residents regularly going out doors and enjoying the ambience.

Many of our residents and family members visiting, love getting out in our many garden areas.



Resident Activities

Let's make some Rum balls.....

Recently some of our residents were involved in making some Rum Balls. From the look on their faces, this activity was very much enjoyed and no doubt eating them was also a treat!

