

BENTLEY WOOD NEWSLETTER

WOODS POINT - YARRAWONGA

DECEMBER 2023



Resident & Representative Meeting Minutes

Yarrowonga

A Resident & Representative Meeting was held on the 2nd of November 2023. A summary of those minutes follows:

Meals – No major issues. Residents happy with food quality, quantity and variation. Residents reminded they can always ask for more servings if required. A special breakfast to occur monthly from November. Fresh fruit is also available upon request through the kitchen. Compliments to Mal and the staff for the pancakes and spring dance food.

Complaints audit – 85% compliance and no significant issues identified. Residents reminded of the complaints process and encouraged them to provide feedback on any issues of concern. A focus group is available to assist with any issues affecting our consumers.

Surveys – Throughout the year are conducted to seek feedback on various aspects of the care and services provided. Residents and representatives are encouraged to complete an “Improvement Form” to inform us of any concerns. Staff are available to assist residents in this. Forms can be obtained from the main lounge and can be:

1. Posted to the manager
2. Placed in the locked box located in the main lounge or,
3. Given to a staff member.

In addition to the improvement form, any matters of concern can be discussed with the Director of Nursing/Deputy Director of Nursing during office hours, the Registered Nurse in charge or at Consumer meetings.

Staff & Resident Interactions – Reminder to everyone that our staff and residents are to be treated with respect. Staff are professionals and will always attempt to meet the needs of the resident but there is a limit to what they can do and should not be expected to do anything beyond the scope of practice.

Smoking – Smoking is only permitted in the allocated areas outside wings 2 and 3 and that butts are to be disposed of in bins provided.

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.



Christmas Party



7th December 2023

2pm – 4 pm

*Afternoon tea and
Entertainment provided*

*Family members please
come along and share this
time with your loved one.*

*To assist with catering can
family members please*

RSVP by 30 Nov to

Ph: 5744 3400



Smoking and disposal of butts.



Residents and family members please note that smoking is only allowed outside of Wing 2 sitting room and the top end of Wing 3.

Smoking is **prohibited inside and anywhere else other than these areas.**

Please note that the correct disposal of your cigarette butts is expected and appreciated.

Recently cigarette butts have been dropped on the ground and this is **NOT ACCEPTABLE**. Please use the bins provided to dispose of your butts!

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 Standards 2 and 3 and herewith will cover Standards 4. Services and supports for daily living and Standard 5. Organisation's service environment.

Standard 4. Services and supports for daily living



Consumer outcome

I am a partner in ongoing assessment and planning that helps me get 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.

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 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.

Assessment against this Standard

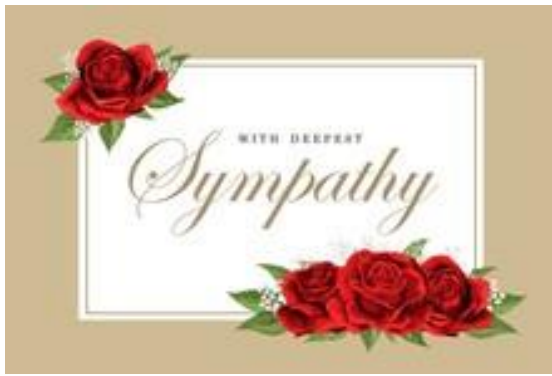
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December 2023

- | | |
|------------------------|--|
| 4th | Joan Capewell |
| 5th | Iris Hooper |
| 6th | Valerie Pendlebury & Elaine Wilkins |
| 9th | Douglas Cameron |
| 11th | Thomas Hutchison |
| 13th | Ron McKellar |
| 17th | Coral Mudge |
| 26th | Shirley McGregor |
| 30th | Helen Gaulke |



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

Bruce Carter



Resident Activities



The residents were given a treat recently with an old T Model Ford being brought into the facility for them to look at. The car is owned by one of the staff members working here. They also had a visit from some of the Hot Rods that were being presented at this year's Hot Rod Show.



Melbourne Cup Day



Melbourne Cup Day is always a fun day with the running of the sweeps and a few of the ladies including some staff, getting all dressed up for the afternoon tea event.



2023 Melbourne Cup

The winner of this year's Melbourne Cup was "Without a Fight".

Our residents and staff participated in several sweeps on the day and the results are as follows:



Don O'Rafferty, Carmel Levett, John Sprout, Phyllis Fahey, Helen Gaulke



Iris Hooper, Trevor Lewin, Lois Worrell, Noel Hunt, Brian Bennett



Pam Draper, Jeanette Sprout, Dot Fisher, Marg Potter, (Dom – staff member)

Resident Activities – Oak's Day

On Oaks Day some of our residents dressed up for the occasion with their hats or fascinator's and we held a special afternoon tea in the main lounge. Don't they all look fabulous?



Resident Activities

This year's Fashions on the field on Oaks Day was won by

Isa Ireland.

Isa was beautifully dressed in a lavender ensemble including a matching hat and pearls.

Congratulations Isa!



REPRESENTATIVE SURVEY 2023

A Representative Survey was conducted, during October 2023, to assess how well the organisation is meeting needs, professional and reasonable expectations, and to identify areas for improvement. Survey questions reflect the language and scope of the new Aged Care Standards setup by Aged Care Quality & Safety Commission (ACQSC) in 2019.

The survey was distributed via email or SMS with a weblink.

Results are distributed via Resident newsletter, at Resident meeting, email.

The newsletter is available on our website: www.bentleywoodpl.com.au

*The satisfaction rate of **95%** indicates that the majority of needs are met.*

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 hard 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 possible.

Outlined below are comments from the survey for your information:

Standard 1: Dignity & Choice

6 comments

1. Mum is very happy with her care.
2. Staff treat all patients with respect and consideration is given to individuals needs in regards to mind and body to live a fulfilling daily life. If issues arise within the facility, or the resident then active communication with family is positive.
3. Fantastic
4. Attending to residents with dignity is so important. I can see the level of personal dignity to the residents being displayed with day to day tasks carried out by the staff.
5. I have the choice to do as I wish
6. Financial Information has been leaked out by Haebich

Standard 2: Assessment & Planning

6 comments

1. With me or my brother or sister so long as one of us is informed of a change as we always are it's great.
2. Communication is good between staff and family.
3. Primary care is of the highest standard. I take particular note of the way residents are informed of another resident's passing or relocation within the facility and the emotional residue on residents.
4. Fantastic
5. Staff have been excellent with feed back and updates
6. I was not advised that my mother had had a fall or that she had infection

Standard 3: Personal Care & Clinical Care

7 comments

1. The staff do a great job.
2. Most carers are aware of mum's care plan, generally all staff are friendly and helpful.
3. Management and staff are annul in making sure all residents maintain good health. All possible care is taken to ensure residents are not subjected to outside influences and if an outbreak occurs of (in this incidence Covid) then tough calls are made to protect both residents and staff. All due care is appropriate.
4. The staff try hard and I respect the efforts they take with residents who are not always able to fully comprehend or willing to co-operate.
5. As my partner has been a resident for over 12 months it has given me the opportunity to see how the staff handle situations such as end of life and infections. From my experience a few more staff on the floor would be welcomed, but I understand the shortages suffered by many organisations.
6. No issues
7. No record is taken of Covid testing for visitors

Standard 4: Services & Supports for Daily Living

7 comments

1. There have been a few items not returned - items that have their name on it from the facility. I believe most staff look actively for items, but some items have been brand new with their name on it and not returned.
2. I wasn't aware they could make suggestions but 99% of the time the food is excellent and served with a smile. Sometimes the afternoon cup of tea is a little colder but excellent 99% of the time. Labelled clothes are always returned but we do have to chase up the unnamed ones on a Sunday at times. But the laundry is excellent.
3. Mum has had other people's clothing in her wardrobe and she has had named clothing missing when it is clearly labelled and it should not have gone to the laundry as family wash her woolens.
4. The resident and their family are encouraged by management to have input into what happens to / with the resident. Meals are diverse and nourishing, snacks provided. I would like to see a fruit platter on the kitchen area where residents make their own hot drinks as an alternative to a biscuit or piece of cake. Perhaps even a dip with vegetables as a change.

5. Unfortunately, there are times that the cleanliness of the room and bathroom are not up to standard. The flooring, walls and skirtings could all do with attention. The bathroom floor is permanently stained and really needs replacing. As does the hand basin and overhead mirror, which is positioned in the wrong. Laundry items to go missing, but mostly returned cleaned and in good condition.
6. The food is appetizing and many choices available. Cleaning staff are always helpful and cheery
7. Meal are not adequate in evening and few options If you had to eat same for months would you be satisfied??

Standard 5: Service Environment

7 comments

1. The home is generally looking tired and outdated. A fresh paint and some new pieces of furniture would make a big difference to the ambiance and the morale of all residents. It feels stale and dated, also smells of urine when visiting. I have seen removable carpet tiles in other facilities which can be replaced when soiled to avoid becoming smelly over time. A suggestion to consider for this facility.
2. Everywhere is bright, warm and clean. The standard of cleanliness and care is excellent.
3. The whole facility is clean and light, management obviously ensure that everything is done properly. Very impressed with how clean and tidy the facility is.
4. At times my mothers bedroom is excessively hot - perhaps climate control can be turned off, or lowered at bedtime as the community areas are well heated. The addition of the new central garden area is a great tactile area to encourage residents outside to sit and interact with others in a green environment.
5. Although personal items can be brought in - window furnishings and wall colours are bland and unappealing. Pictures can only be put up with removable hooks which prevents heavier items being put on walls. In our wing a lot of the occasional chairs are well past their use by date and could be updated. Round dinning tables in dinning room would also be far more welcoming. The outdoor courtyard has just been upgraded, but still lacks suitable seating, chair pads and side tables for a cup of tea etc.
6. Beautiful facility
7. Rot in wood work around doors in bathroom Been like this over a year

Standard 6: Feedback & Complaints

5 comments

1. Very well supported by staff and management.
2. No person or institution wants to hear negative feedback but both parties need to be value free when this situation occurs and not personalise the complaint. Everyone has feelings and all parties need to respect each others space and where they are coming from. Personally I believe all complaints are handled with respect, active listening and a discussion towards a mutual result that benefits all parties.
3. Have never had an issue
4. Any issues are always actioned
5. No feedback provided

Standard 7: Human Resources

5 comments

1. Yes I mostly agree that staff are competent and skilled but I also believe that some are lazy and incompetent with daily care of residents. These staff members need to be identified and held accountable.
2. The standard of care by all in Woods Point is brilliant, considering my Dad has alzheimers and is sometimes quite difficult and naughty he is always without exception treated beautifully by all staff.
3. All staff our family have encountered over the past several years our mother has resided here have acted with respect and professionalism both towards family and all intricacies my mother has presented with - often the patience shown is outstanding!
4. The staff are very accommodating
5. Some care staff are amazing others are terrible Because my father does not display aboriginal items in room he was to acknowledge or provide information on Nadoc week therefore he was unaware and told me he fell disrespected He is an Elder

Standard 8: Organisational Governance

5 comments.

1. Wasn't aware we could participate however we will look into this in the future.
2. I would like to be e-mailed or messaged when the monthly meetings are on so I can make arrangements to be present.
3. I would like to attend meetings but at this point in time am looking after another ill person and find this difficult. I rely on speaking to staff, management and other residents to try and keep myself informed of what is happening on a weekly basis.
4. Great facility
5. Cultural safety not respected

Response:

Thank you. 95% satisfaction rate is terrific.

We appreciate any feedback and endeavour to address all reasonable concerns.

Questions, concerns and comments relevant to an individual usually attain best outcomes with individual contact. Please continue to talk to Woods Point staff in relevant departments at the time.

The survey provides the organisation with the overall level of satisfaction and can identify areas for improvement if a significant number of respondents supply a disagree response to a particular question or area. The survey responses do not identify the respondent, so if a request for action or review regarding one Resident has been made in the survey, we ask that respondent please let staff know of the concern during the monthly phone call or ring Woods Point to let us know.

There is always a Registered Nurse in charge on duty 24 hours per day who is available to answer any of your concerns. During business hours you can make an appointment with the Director of Nursing and Deputy Director of Nursing to discuss any issues not resolved. The Primary Contact representative for each Resident is called during Consumer of the Day reviews monthly. Please take the opportunity to mention any concerns you may have. Our priority focus is to create an environment in which all Residents feel as satisfied, content and well as possible. Please continue to ask to receive any information you are looking for as the staff are always willing to answer any questions, and if they do not know the answer refer to management.

Woods Point management has had discussions with Residents or Representatives related to a few of the comments in the survey, but if you haven't yet talked to us about an issue – please do. Woods Point management and staff make every reasonable attempt, and sometimes more, to address an issue and improve individual satisfaction if possible.

General information:

Plans of care (Agreed Care and Services Plans) are developed between the Resident and facility staff. If a Resident is no longer able to provide information or make decisions, the Primary Contact person for each Resident is included in the development of plans of care (i.e. you let us know how your loved one chose/chooses to live their life, about their health and abilities, and what their choices and preferences are).

The one Primary contact person, who can be e.g. Next of Kin/ Power of Attorney, lets us know what decisions and choices the Resident would have made if they were able. Facility staff rely on families to ensure they are united and consistent in their interactions with the facility, and that all care planning decisions come from the one Primary contact. This ensures communication and decisions are as clear as possible. Resident decisions and choices are adhered to above any others if that is possible.

Plans of care are respectful of choices and preferences and include relevant and realistic strategies to provide the best possible care and service. This 'Agreed Care and Services Plan' is available for discussion if the Primary Contact requests it. Please ask the RN or care staff. Residential Aged Care facilities staff are employed to deliver care and services at the facility, and apologies but Aged Care staff are not able to leave the people to whom they are delivering care and services at the time to accompany Residents to appointments. Requested information is sent before or at appointment so medical appointments have the information that Woods Point has.

40 questions within the survey. 7 of the 40 questions had more than 1 disagree response.

4 disagree responses

:

Question: 'When transmission of COVID-19 is not a risk – I take the opportunity to participate in the monthly Resident meetings.'

- Resident meetings are held on the first Thursday of each month in the Dining room at 10.30am. This information is included in the calendar, and a summary of the Minutes is added to the Resident newsletter. There are many Representatives who are unable to attend for a variety of reasons but for more information - Please let Reception know if you would like your email address added to newsletter recipients list.

3 disagree responses:

Question: 'The labeled clothes of my relative / friend are washed well and returned,'

- Comments indicate that this is mostly related to return of clothing after washing rather than quality of laundry service.
- The facility did have issues with label quality from supplier recently and this was addressed. However please continue to let staff know if issues continue.
- Staff search for lost clothing when informed of any loss and will forward on to laundry staff any items that have a different Resident name.
- Please let laundry staff know asap if someone else's clothing is in a room, and they can then find out how it happened.
- Facility staff will continue to try to ensure that all clothing is returned to the correct person, and to address any identified system issue.
- When you visit, take the time to sort out the wardrobe and report if there are any items not labelled or incorrectly placed.

5 of 40 questions with 2 only disagree responses. All other questions with disagree responses had 1 only.

Management responds to feedback from Residents, including for anything discussed at monthly Resident meetings. 'Food' is a Standing Agenda item for the Resident meetings so attendees are always prompted to offer opinions and suggestions about the food. Aged care kitchens have some limitations compared to e.g. a restaurant or café cooked to order with related price to consumer, or e.g. living at home where a person does their own, and family, shopping and cooking. Woods Point tries to provide as many options as are possible within the limitations of communal living, and the results of the Resident and Representative surveys reflect the high level of satisfaction in most areas.

Woods Point COVID Safe plan has been in place throughout 2020 to 2023, and will continue to adhere to the safety strategies according to all Government Departments that have input. (Which sometimes seems many). Vaccination rate is excellent. Please do not visit if you have been in contact with someone who tests positive to the infection. Everything we do – We do to keep Residents safe. We rely on visitors being honest with the testing for Covid prior to entry to ensure our most vulnerable are kept safe.

Contact has been made with a painter and the maintenance team are currently working on replacing damaged skirting boards. The maintenance team to date have painted, upgraded 20 rooms, and will continue to paint areas as identified. We do choose a neutral color so residents can add their own personal touch to each individual room.

Special events are celebrated as identified and requested as you would see in the monthly newsletter. Many Residents go out for special events in the community with their families and we'll continue to support this.

Thank You to Everyone who

Participated in the Survey

Your time and constructive comments are highly appreciated.

As well as the information in this newsletter - Copies of the survey evaluation have been placed in Resident lounge Minutes folder, Staff rooms. Emailed to Representatives who have provided email address.