

# BENTLEY WOOD NEWSLETTER

WOODS POINT - YARRAWONGA

JANUARY 2024



# Resident & Representative Meeting Minutes

## Yarrowonga

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

**Facility Improvements** – Curtains within the facility will be replaced with blinds in a staged changeover in coming months.

**Meals** – No major issues. Minor issues relating to some shortages with supplies and individual likes and dislikes. Overall residents satisfied with the quantity, quality and variation of food provided.

**Activities** – Issue raised about insufficient notification to residents about a recent event involving an entertainer. This event was an unplanned event and wasn't advertised. Activities staff to ensure adequate advertising of events.

**Mail Delivery** – 1 resident requesting mail be delivered to her room. Other mail for residents to be distributed in the dining room or to their rooms if not able to access the dining room or redirected to next of kin.

**Representative Survey** – 95% satisfaction which is a terrific result. Copies of evaluation available in the lounge minutes folder and was sent to representatives via email if address provided.

**Smoking and Courtyard Access** – ongoing issues with Residents using the courtyard to smoke and therefore at times the door to this area is locked to restrict smokers. If residents would like to access, staff are available to provide access upon request. Residents who smoke are reminded the smoking area is located outside Wing 2. Cushions for the bench seat have been purchased.

**Airconditioning in Dining Room** – Complains that residents are too cold. Trying to balance comfort and worker safety is ongoing and YRAC will be contacted to direct fans up rather than down onto residents.

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 Year that was at Bentley Wood

2023 has been a very busy year for us all at Bentley Wood – with many residents coming and going, both Respite and Permanent Care Residents.

Covid continues to provide many challenges for all. We thank you for your patience with regards to visiting and screening required on entry. It has ensured we have been able to keep everyone safe.

Lets continue to ensure we abide by the rules and not risk our most vulnerable.

## Here is a summary for 2023:

We have seen many new residents in Yarrawonga and Myrtleford. A combination of respite and permanent residents, which were admitted to Bentley Wood for varying lengths of stay.

52 new staff have commenced in Yarrawonga and 28 in Myrtleford.

We currently employ 82 staff at Myrtleford Lodge and 118 at Yarrawonga.

We have received over 1000 documented incidents.

We have received over 50 documented improvements and suggestions.

We have reviewed and updated over 150 policies and procedures.

We have completed over 190 audits on a full range of areas.

We have completed over 60 quality activity reports.

We have received and fixed hundreds of maintenance requisitions.



## Resident survey

**Myrtleford:** satisfaction rate of 99%

**Yarrawonga:** satisfaction rate of 98%

This identifies a strong indication that the organisation is meeting the vast majority of needs.

## Resident / Representative survey:

**Myrtleford** satisfaction rate of 96%

**Yarrawonga:** satisfaction rate of 95%

This is a great result. Every resident at Bentley Wood - is treated with respect and according to the Charter of Care Recipients' Rights and Responsibilities displayed throughout the facility. The staff ensures the care provided is according to best practice and this is evidenced through our accreditation history, the overwhelming positive results of the resident and resident representative survey and the formal and informal discussions held with all key stakeholders.

**Staff survey Myrtleford:** 99% satisfaction.

**Yarrawonga:** 98% satisfaction.

The results reflect the majority of staff focusing on high standards of resident care and service, respect and professionalism, and teamwork.

We have dished up countless meals to residents, visitors and staff from our kitchen, with all meals being prepared on site under the guidance from our visiting Dietitian.

We have celebrated all the resident's birthdays during the year.

I would like to thank all the staff for their tireless work, humour, commitment to the residents and professionalism in the care and services they deliver.

I know all the residents appreciate your efforts.

We face many challenges every day and celebrate many occasions and although we may not get it right all the time, every effort is made to ensure the residents are secure, happy and respected.

We would also like to make special mention of our fabulous residents for your positive outlook and appreciation for your life at Bentley Wood.

We thank all our external services such as hairdresser, volunteers, medical staff, allied health staff and contractors.

We also thank representatives, volunteers, staff and visitors for understanding what Bentley Wood is about and the positive communication you share with us.

We look forward to a successful and happy 2024 and let's continue to work together to maintain a happy and safe environment for all.

Please do not visit if you are unwell and continue to adhere to the guidelines to keep us all safe.

May we continue to face the successes and challenges together at Bentley Wood –

Website: [www.bentleywoodpl.com.au](http://www.bentleywoodpl.com.au)

Marita Seamer





# 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.

This month we provide information on the remaining standards not previously covered in earlier Newsletter editions. Accordingly, Standards 6, 7 and 8 are outlined in the following pages.

## 6. Feedback and complaints



### Consumer outcome

**(1)** 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

**(2)** 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.

### 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.

## 7. Human Resources



### Consumer outcome

**(1)** I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement

**(2)** The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

### 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.

# 8. Organisational Governance



## Consumer outcome

**(1)** I am confident the organisation is well run. I can partner in improving the delivery of care and services.

## Organisation statement

**(2)** The organisations' governing body is accountable for the delivery of safe and quality care and services.

## 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.





# January 2024

- |                        |                                            |
|------------------------|--------------------------------------------|
| <b>3<sup>rd</sup></b>  | <b>Norman Donnell</b>                      |
| <b>7<sup>th</sup></b>  | <b>Neville Limbrick &amp; Don Paterson</b> |
| <b>11<sup>th</sup></b> | <b>Joy Fyfe</b>                            |
| <b>12<sup>th</sup></b> | <b>Mavis Dillon</b>                        |
| <b>15<sup>th</sup></b> | <b>Dot Thomas</b>                          |



# 2023 Christmas Party

Wow what a wonderful party we had on the 7<sup>th</sup> of December. Our residents and family members who came along really enjoyed the event and it was heard said "one of the best we have been to".

The food was superb – thank you to kitchen staff.

Col Watson came along and provided the music for the afternoon and many people were seen singing and jigging along to the music.

Santa and his elves also paid a visit.





# 2023 Christmas Party





# 2023 Christmas Party





# 2023 Christmas Party

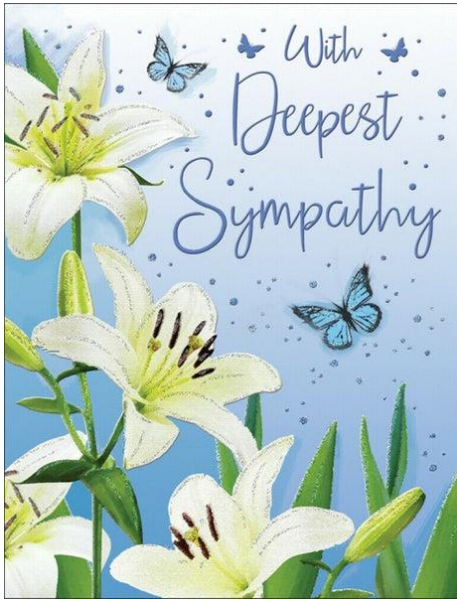




## Resident Activities

Prior to Christmas, several activities were held including decorating some gingerbread. Laurie, Bev and Eileen got very involved in this activity as can be seen from the photos below. These treats were then served at the Christmas party.





*Management and staff of  
Woods Point wish to express  
their sincerest condolences to  
family and friends of residents  
who have sadly passed.*

***Lesley Paterson***  
***Joyce Duus***

