

*Welcome to the June edition of;
“On the Grapevine”
The Myrtleford Lodge Residents &
Representatives Monthly Newsletter*



*Winter, a lingering season, is a time to
gather golden moments, embark upon a
sentimental journey, and enjoy
every idle hour.”*

June 15th; World Elder Abuse Awareness Day.

The purpose of World Elder Abuse Awareness Day is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect.

What is elder abuse?

Elder abuse comes in many forms. It can be financial, emotional, psychological, physical, sexual, or social. Elder abuse can occur once, or many times and can vary in severity from subtle through to extreme. It can include one or a combination of the different types of abuse.

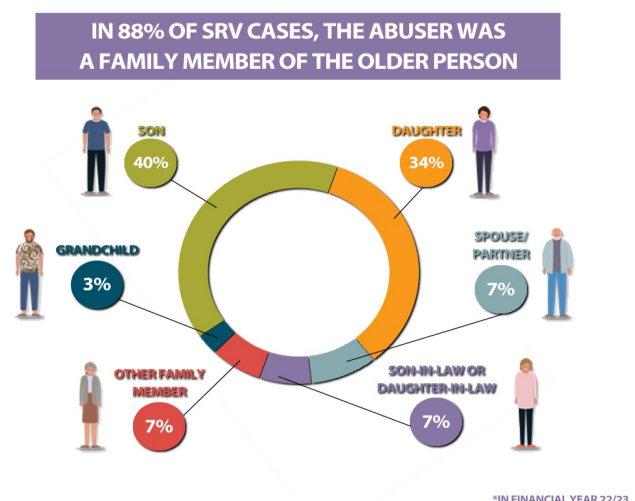
Most often, elder abuse is carried out by someone known to the older person, with two thirds of abusers being an adult child. Abusers can also be other family members, relatives, or friends.

Elder abuse affects people of all genders and all walks of life. The abuse, however, disproportionately affects women – two-thirds of people seeking help from SRV are women.

Culturally and Linguistically diverse communities, Aboriginal and Torres Strait Islander communities and LGBTQI+ communities are additionally vulnerable, as are older people living in rural and regional communities.

Where can I find out more?

Seniors Rights Victoria works to prevent elder abuse from occurring by offering free legal advice and information as well a range of educational and advocacy activities. We are committed to safeguarding the rights, dignity and independence of older Victorians.



You can [learn more about elder abuse, and the services of Seniors Rights Victoria, by visiting our website.](#)

If you are experiencing elder abuse and want to know what options are available to you, call the **Seniors Rights Victoria helpline on 1300 368 821.**

For nationwide assistance and to access additional resources in 20 different languages, call the Australian Human Rights Commission on **1800 ELDERHelp (1800 353 374)** or [visit the website.](#)

RSV Awareness Week (2-8 June)

Respiratory syncytial virus, or RSV, is a highly contagious and potentially dangerous respiratory virus that causes seasonal outbreaks and spikes in hospital admissions, usually during the winter months. While most cases of RSV are mild, it can lead to lung infections such as bronchiolitis or pneumonia in children, older adults, and people with underlying health conditions.

Adults over 60 years of age are at high risk of severe RSV infection due to the age-related decline in immunity. People with certain medical conditions are at even greater risk, including those living with asthma, chronic obstructive pulmonary disease (COPD), heart disease, diabetes or chronic kidney disease.

Adults with weakened immune systems are also at increased risk of severe RSV disease. Severe RSV may result in hospitalisation and even death in vulnerable adults.

RSV in at-risk adults can lead to pneumonia and may also result in the worsening of other medical conditions. For example, severe RSV may cause cardiovascular complications in people living with conditions such as heart failure, coronary artery disease, an irregular heartbeat or a history of heart attack



Access to the complaints system

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 periodically as a reminder

Posters and displays on communication boards, in the foyer and in the lounge including:

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.

All consumer compliments, suggestions or concerns / complaints both verbal and written are recorded on an Improvement Form.

Staff assist consumers to complete or complete the form for consumers if they are unable to do this for themselves.

Consumers have the right not to be identified on the form therefore comments should be written in a way that does not identify them for example; "A consumer stated the soup for this evening's meal was cold."

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

External complaints

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 within commonwealth funded aged care home.

Tollfree: 1800 951 822

Address: GPO Box 9819

(In your capital city)

Online complaints form :

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

Phone 131450 for the Translating and Interpreting Service (TIS) and ask them to contact the Commission on the above number.

For hearing or speech impaired phone the National Relay Service 1800 555 677 then ask for the Commission on the above number.

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

Email: era@era.asn.au

The Commission will respond to complaints within 24-48 hours after receiving a complaint.

The complaint can be open, confidential or anonymous:

Open: is where the complainant identity is known to the Commission and details may be passed onto the service provider. The complainant is kept informed of the progress and has review rights.

Confidential: is where the complainant identity is known to the Commission however the Commission endeavours not to disclose the identity of the complainant to the service provider. The complainant is kept informed of the progress and has review rights.

Anonymous: is where the complainant identity is not known by the Commission or the service provider.⁵

International Nurses Day

International Nurses Day is celebrated annually on the 12th May, this is a chance for all of us to celebrate and recognize the importance of our Nurses and Allied Health workers, to say thankyou for their tireless work. Some of our nursing staff gave an insight to their chosen careers as nurses.

Kristel Quinta. Deputy Director of Nursing.

When were you first registered as an RN.

RN for 16 years, with the last 9 years working in Australia.

What is the most rewarding part of your role as a Registered Nurse.

The best part of working as a Registered Nurse is the opportunity to make a meaningful impact on the lives of people placed in our care, whether through the provision of clinical care, emotional support, or education.

What do you find to be the most challenging part of your role.

Personally, in a field as ever-changing as aged care, I find keeping myself abreast of industry regulations whilst managing responsibilities inherent to my roles particularly challenging. In the workplace, effectively resolving conflicts, whether amongst staff or residents, to maintain a harmonious environment, is an area that I am working on.

What is the one thing that you would change.

One aspect that I will change (or prioritise) is ensuring that person-centered care is truly reflected in our day-to-day interactions. Whilst significant efforts have been made in person-centered care planning and services, it's crucial that residents genuinely feel that our actions and efforts revolve around their needs and preferences. When this is achieved, staff will consequently feel a heightened sense of pride in their contributions and the impact they have on enhancing the well-being and quality of life of the residents.

Why did you choose to work in Aged Care.

A career in aged care presented as my initial opportunity to practice nursing in Australia, thanks to Myrtleford Lodge. Transitioning from different nursing roles, primarily within the hospital setting, to aged care, I've come to appreciate the distinctive chance it offers to foster close and meaningful connections whilst applying clinical skills in a dynamic environment. I also cherish the wisdom and experiences shared by residents, enriching personal and professional growth.

Debra Clifford. Personal Care Attendant.

Why did you choose to work in Aged Care.

My mother in law was dying of cancer in 1993. Home care was not so great so my sister in law and I cared for her until her passing. In 2008 my husband had his first stroke. I decided to become qualified in the event he needed care. He has since had 3 more mild strokes. I entered aged care after his first stroke in 2008 to learn as much as I could so I could best look after him.

What is the most rewarding part of your role.

The best part of what I do is making the friendships/relationships with the people I care for, with the added bonus of making a difference to their families. Having a loved one in care is hard.

The most challenging part of my job is losing people. Most don't realise how effected staff are when people pass. I feel the loss almost as deeply as the family, it never gets easier.

What is the one thing that you would change

If there were one thing I could change it would have to be time. I would love to have more time to spend with each person in my care.

Leisha Salter. Director of Nursing.

When were you first registered as an RN. I was first Registered in 2001

What is the most rewarding part of your role as the Director of Nursing.

The best part of my work is being involved with people, getting to know them and working through challenges with them to improve their life.

What do you find to be the most challenging part of your role.

Most challenging is when you have exhausted all options to improve a situation or symptoms and you see people continue to struggle and suffer.

What is the one thing that you would change. I'm not sure there is anything I would change

Why did you choose to work in Aged Care . Aged care became an interest after I had been nursing for some time. Working in aged care is very rewarding as you have the opportunity to improve the quality of life for people during their later years, working in residential aged care you get to know the residents very well. The communal living is like being part of a very large family.

Special Events Calendar

1st June ~ 1st day of the Winter season

3rd June ~ Men's afternoon at the Buffalo Hotel

5th June ~ Local shopping to Reject shop.

~ game of croquet

6th June ~ Tombola/Italian specific afternoon.

7th June ~ Local shopping and friends of the library.

11th June ~ Elder Right Advocacy presentation.

~ Residents & Representatives Meeting

14th June ~ Entertainment by Elysium

15th June ~ World Elder Abuse Awareness Day.

19th June ~ Country Drive

20th June ~ Tombola/ Cooking gnocchi.

21st June ~ Local shopping and Friends of the Library

Exercise group/walking group ~ Monday to Friday
with Kevin Sevilla, Physiotherapist

Additional activities are listed on the whiteboard daily including some new activities, pool games, gardening group activities, morning walks, Intergenerational group activities, movies as the weather gets colder, along with the popular daily exercises, board and card games, bingo and social gatherings and discussion groups.

Residents are reminded that everyone is always welcome to join in with the activities.

Come along to the monthly meetings and share your ideas with others.




Activities at Myrtleford Lodge

Myrtleford Lodge activities continue daily with Residents providing some new ideas to be included on the monthly calendar. This past month autumn leaves were gathered and made into personalized placemats, a bus outing to the Wangaratta RSL for lunch was also enjoyed and we planted our winter vegetable garden.



We would like to thank Alison Mahoney for volunteering her time to assist with the bus trip, this was much appreciated.





*An open invitation is extended to
Residents to invite family or
friends to join with them at
Myrtleford Lodge Aged Care.*

Tuesday 18th June

From, 10am

Morning Tea will be served

*We hope that you can join with us
on this occasion to allow us to say
thankyou to everyone for your
ongoing support and cooperation.*

Management & Staff



Myrtleford Lodge Volunteers

Volunteers play an important role to assist us to provide an increased range of opportunities for resident's enjoyment of life.

Wherever possible the skills and interests of volunteers are matched with residents together with meaningful tasks for individual residents or groups.

Myrtleford Lodge are fortunate to have a number of volunteers who support and enhance our activities program and we thank them for their continued support.

Marinela Glogolia assists with the Italian social gathering group who enjoy morning tea and a game of Tombola weekly.

Kym Goodman runs the very popular Laughter yoga.

Petra Mackus assists with many varied activities including craft and quizzes, walking groups, Petra has also provided some wonderful slide shows of recent travels.

Lynn Smith provides musical entertainment and singalongs each month bringing with her not only her own beautiful voice but on occasion her local choir.

Recently two new volunteers have joined our team at Myrtleford Lodge, Jan McCormack who is assisting to follow up on the idea presented by several residents to have a singing group, and Helen Nolan who has an interest in all things craft.

Myrtleford Lodge as part of the Community volunteers program have an additional two volunteers, Trevor and Angela Isherwood. The program works with the facility to match a resident who would benefit from enjoying some one on one time with the Community visitor to enjoy each others company weekly, these visits may be to play a game of pool, a game of cards, go for a walk or just sit together and enjoy chatting over a cup of coffee.

Myrtleford Lodge wish to thank each of our volunteers for their commitment to the facility residents, your time and commitment given to the facility is very much appreciated and highly valued, we enjoy working alongside you all each week.

Thank You!

Activities at Myrtleford Lodge

The La Fiera festival in Myrtleford is always a fun and enjoyable event, this year one of the singing groups visited Myrtleford Lodge to provide some lovely entertainment to a very appreciative audience.



P12 College Italian Class

P-12 College held one of their Italian classes at Myrtleford Lodge with teacher Bruno Pelligrini. Students enjoyed practicing their Italian language by interacting with many of the Residents who were able to have conversations with them.



Activities at Myrtleford Lodge



The Intergeneration program continues to thrive each week under the guidance of P-12 School nurse, Rosemary Dax.

We welcome the local playgroup, children from the mountain view children's centre, as well as students from both the Primary and secondary school college.

The program encourages friendships and positive interactions for both the children and the residents with very positive outcomes for all.

Olga Feltrin and Rosemary Dax are pictured enjoying a



craft activity with students and again together.

Shirley Mitchell, Jill Weight and Barbara Mackus were also pictured enjoying some conversation with the students.



June Birthdays



2nd June ~Lyn Hulley

2nd June ~Janet Martin

13th June ~ Johan Niewenhuis

17th June ~Zena Atkinson

18th June~ June Shepherd

23rd June ~June Johnson

25th June ~Pat Hogg



Myrtleford Lodge Management, Staff and Residents wish you all a very Happy Birthday, may you enjoy your special day with family and friends.

In loving Memory of;

Grace Reeves

30/10/1922 ~ 26/05/2024

&

Shirley Brady

29/07/1931 ~ 27/05/2024

Myrtleford Lodge Management, Staff & Residents extend sincere condolences to family and friends of Grace & Shirley

Together we thank you for the privilege of providing love, care and friendship to two very inspiring and exceptional ladies.

May they rest in eternal peace.



Activities at Myrtleford Lodge



Residents were photographed participating in many activities during May including, painting, knitting, table ping pong and musical entertainment.



A note from the Administration Desk

Hairdressing;

Kylie Anderson our visiting hairdresser has reviewed her prices for Hairdressing and waxing services. The new prices will come into effect from 1st July 2024. A copy of the price list has been posted in the Hairdressing salon.

Residents Shopping

Families and Representatives are asked to please assist Residents with purchases from the local stores when visiting or assist with having goods delivered to the facility as Myrtleford Lodge staff are unable to do the shopping for the Residents on a daily basis.

After much discussion with Residents through Residents meetings, Activities staff will schedule on the calendar dates approximately fortnightly where the bus will drop residents at one central location only and arrange a pick up time for residents who are able to complete their shopping, staff will not be in attendance to assist residents to complete their shopping, orders will also not be taken.

Medicare/Pension/DVA cards:

Reminder to Residents and Representatives to please present any new cards received to Administration Staff so that we may be able to update our records as well as advise our Allied Health professionals .

Currently we have a number of Medicare cards and Pension cards with expired dates causing some issues for the Pharmacies' and local surgery.

Biggest Morning Tea

Thankyou to everyone who came along to help us raise funds for the Cancer Council as part of the annual Biggest Morning Tea.

Thankyou also to everyone who assisted on the day with kindly providing some delicious treats for everyone to enjoy.

Thankyou



Improvement Forms:

As part of our Continuous Improvement, Myrtleford Lodge welcome your feedback should you have a Suggestion, Complaint or Compliment.

All Improvement forms are followed up and actioned by the Director of Nursing and Deputy Director of Nursing.

Forms are available near the Front Reception or alternatively ask one of our staff members to assist you or contact us by phone or email.

Visitors to Myrtleford Lodge:

Myrtleford Lodge reminds all visitors coming in to the facility that a negative Rapid Antigen Test is required daily as per the Department of Health and Ageing guidelines. We ask all visitors to please adhere to these guidelines as the Health and Safety of our Residents is paramount.

Should you be feeling unwell, we ask that you please postpone your visit until you are feeling better.

Newsletters and Calendars of events:

Newsletters and Calendars of daily events are distributed throughout the facility however if you would like to receive the Newsletter by email, please advise Administration Staff of your email address or alternatively send an email to; admin@myrtlefordlodge.com.au

and we will happily add you to our contacts list., alternatively the Newsletter can be viewed on our Website;

www.bentleywoodpl.com.au

Bentley Wood Aged Care acknowledges the Traditional Custodians of the land and pays respect to Elders both past and present.

Bentley Wood Aged Care acknowledges and respects the diversity of our community and our consumers.

