

# What's the Point

## June 2017

The **June birthstone**, pearl, has long been a symbol of purity.

The ancient Greeks believed that pearls were the hardened tears of joy from Aphrodite, the goddess of love.



The next resident rep meeting will be held  
Thursday 6th July @10.30 in the main low care lounge.

Everyone is most welcome to attend. This is a great forum  
to discuss any ideas suggestions or complaints.

### Mothers Day raffle

Mothers day raffle was drawn during Happy Hour and the  
residents were holding their tickets hoping to win the  
hampers.

1<sup>st</sup> Prize. Ruth Miller

2<sup>nd</sup> Prize Tim Crossin

3<sup>rd</sup> Prize Jim Crothers

A man's work is from sun  
to sun

But a mother's work  
is never done.



### Our lucky winners

Pictured above is Ruth & Ricky enjoying happy hour  
with Ruth's big basket of  
goodies.

Pictured to the left is Tim  
Crossin looking extra  
happy with his prize



There has been some recent media coverage with regards to the aged care industry and reports of significant concerns that alarm us all.

Woods Point will continue to strive for best practice in all the care and services that we provide and value your feedback at any time

As a result of this recent media we will we focus on Expected Outcome:

### **1.4 Comments and Complaints**

**The expected outcome of 1.4 Comments and Complaints requires that:**

**Each resident (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.**

As per the complaints resolution in all resident agreements:

‘If the Resident has any complaints concerning the ser-

vices or accommodation being provided by the Provider,

the Resident may raise the complaint with the Director of

Nursing. If the complaint is not satisfactorily resolved with

the Director of Nursing within 30 days from the date of submission of the complaint, the Resident may then take it further.

If residents would prefer to speak to someone independent of the organisation’s management, the following services are available:



The Aged Care Complaints Commissioner

Tollfree: 1800 550 552

C/O The Department of Health and Ageing

GPO Box 9848

Melbourne 3000

Elder Rights Advocacy

Telephone: (03) 9602 3066

Tollfree: 1800 133 312

The resident handbook, as well as the Resident agreement both have specific details about the complaints process and external bodies for complaints handling.

There is a brochure board with complaints information at front reception.

External complaints and advocacy information/ brochures are readily available and accessible to residents and relatives in the brochure board.

A suggestion box is placed in main lounge in high and low care with improvement forms located nearby for easy access.

All improvements are collected by the Quality Coordinator and logged into CI database with actions and results identified.

All written or verbal complaints are forwarded to Director of Nursing, documented with actioned within 7 days. A written response is provided to the complainant with action taken.

We are committed to ensure residents and their representatives are able to at any stage raise concerns and suggestions, and I encourage all residents and representatives to contact myself as Director of Nursing to discuss any concerns as most often we are able to resolve issues as soon as they are brought to our attention. We also encourage all residents and representatives to complete the surveys that will be distributed in 2017, which provides you with another opportunity to provide feedback.



Marita Seamer



## MEN'S SHED

Every Friday morning a small contingent of male residents visit the Yarrowonga Mulwala Men's Shed to catch up with other gents down there - some of whom are old mates. They have a friendly chin-wag over a morning cuppa. The atmosphere is convivial and the welcome is always warm.



Because they are only there for an hour, there's little time for our blokes to become involved with the various projects, the members may be working on. But Ernie always finds himself something to do to help. Here he is painting a wooden steering wheel, a number of which the Men's Shed members are making for one of the local kindergartens

## FOOTY TIPPING 2017

The AFL Season started on March 23rd and the 2017 Residents Football Tipping Competition is well underway.

This year 27 residents have entered, and they are all keenly competing with each other to see who can take out this year's Major Prize of over \$250; knock Ernie Ryan (last year's winner) off his pedestal, and add their name to the Woods Point Football Tipping Perpetual Trophy

At the time of writing, we are 10 Rounds into the 2017 AFL Season and our current leaders, in a hotly contested competition are: **Violet Dowsey** (in 1<sup>st</sup> place with **59** correct tips), **Col Stevenson** (2<sup>nd</sup> with **58**), **Anne Leatham** (3<sup>rd</sup> with **57**) and **Kevin Robinson** (4<sup>th</sup> with **56**). We wish all competitors ...

**“GOOD TIPPING AND THE BEST OF LUCK FOR THE REST OF THE SEASON”.**

## PET THERAPY

### A WELCOME DIVERSION AT WOODS POINT

Family pets (especially dogs on leads) are always welcome visitors to Woods Point. They can often be seen sitting on their owners laps enjoying a cuddle or receiving a pat from other interested residents.



Colin Romeo's wife Nancy often brings "Blaise" - a beautiful King Charles Cavalier - in to catch up with Col during Happy Hour of a Friday.

Both Col and Blaise get quite excited when they see each other – as demonstrated by the licks Blaise is giving Col in the accompanying photo.

Ray And Peter had a lovely surprise visit from a friendly little ball of fluff called Bentley.

Bentley loved all the pats and was quiet settled with all the attention







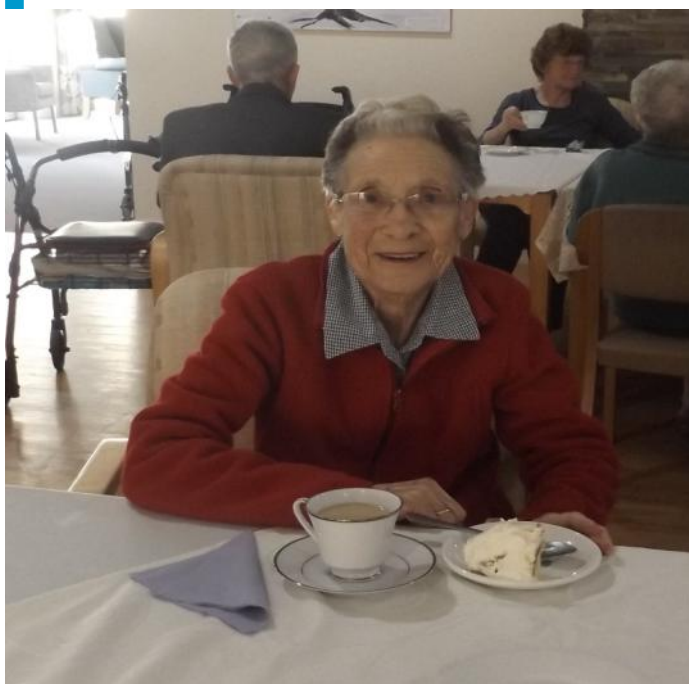
HAPPY  
BIRTHDAY

### June Birthday's

Eileen Keatley	1st
Violet Dowsey	2nd
Norma Edis	4th
June Lydford	4th
Joyce Duus	13th
Len McQualter	16th
Sheila Abnett	23rd
Janet Drinnan	28th
Tony Doyle	29th

### MAY'S BIRTHDAY CELEBRATIONS

May monthly birthday was celebrated with 11 birthdays in that month, residents joined in to help celebrate with cake and a cuppa that the kitchen whipped up. Residents could be heard singing birthday wishes throughout the facility.





## VOLUNTEER WEEK

Volunteer week was celebrated in the month of May. Woods Point put on a special afternoon tea for our lovely volunteers. The kitchen made some delicious cup cakes and fresh fruit platter.

Residents and volunteers enjoyed their afternoon tea. A big thank you to our volunteers for all their fantastic support, throughout the year.



**In Loving memory of:**

Loris Fixter  
Faye Douglas  
Brian Hicks  
Greame Lamson  
Alan Lack

Woods Point Residents, Staff & Management extend sincere  
condolences to the families and friends.  
May they rest in eternal peace.

**EXERCISE**

Morning exercise has a new team member Harshil - our physiotherapist, who puts the residents through their morning exercises/paces. Residents can sit in chairs or stand, participating with



Harshil as they go through all the movements such as stretching, exercise and activity.

Harshil movement class is from Monday to Friday in the main lounge at 9.30am. Come along and join in the fun.



## COUNTRY BUDDY'S VISIT



Country Buddies arrived at Woods Point to entertain residents, singing along to “Kookaburra sits in the Ole Gum Tree”. Their average age was 5 years old. After singing residents enjoyed chatting to the

little ones.



MONDAY	TUES	WED	THUR	FRI	SAT	SUN
			1	2	3	4
9.30-Exercise. 10.30-Letter Game. 1.30-David Evans 2.30-Quiz. 3.30-Reminiscing.	9.30-Exercise. <b>10.00-Catholic Mass</b> 10.30-Carpet Bowls. 2.00-White Board Game 3.30-Trivia.	9.30-Exercise. 11.00-Jackie Lee. 1.30-Quick Quiz. 2.00-BINGO	9.30-Exercise. 10.00-Bus to Belmore. 10.15-Scrabble. 12.00-Bus Pick-up 1.45-Scenic Drive 3.30-Stories/Reminiscing	9.30-Exercise. 9.45-Men's Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz 2.15-Meet the Kids. 3.00-Happy Hour.	ACTIVITIES IN WING 5	
5	6	7	8	9	10	11
9.30-Exercise. 10.30-Letter Game. 1.30-David Evans 2.30-Quiz. 3.30-Reminiscing.	9.30-Exercise. <b>10.00-Catholic Mass</b> 10.30-Carpet Bowls. 2.00-White Board Game 3.30-Trivia.	9.30-Exercise. 11.00-Jackie Lee. 1.30-Quick Quiz. 2.00-BINGO	9.30-Exercise. 10.00-Bus to Belmore. 10.15-Scrabble. 12.00-Bus Pick-up 1.45-Scenic Drive 3.30-Stories/Reminiscing	9.30-Exercise. 9.45-Men's Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz. 2.15-Meet the Kids. 3.00-Happy Hour 3.00-Frank Monk	ACTIVITIES IN WING 5	ACTIVITIES IN WING 5
12	13	14	15	16	17	18
PUBLIC HOLIDAY QUEENS BIRTHDAY	9.30-Exercise. <b>10.00-Catholic Church</b> 10.30- Carpet Bowls. 1.30-Opp Shopping. 3.30-Quiz.	9.30-Exercise. 10.00-Country Buddies. 10.30-Bobs. 1.30-Trivia. <b>3.00-Monthly Birthday</b>	9.30-Exercise. 10.00-Bus to Belmore. 10.15-Scrabble. <b>11.00-Uniting Church.</b> 12.00-Bus Pick Up. 1.45-Scenic Drive. 3.30 Story Reading.	9.30-Exercise. 9.45-Men's Shed. 11.15-Word Challenge 1.45-Kiosk/Quiz' 2.15-Meet the Kids. 3.00-Happy Hour/ 3.00-Frank Monk	ACTIVITIES IN WING 5	ACTIVITIES IN WING 5
19	20	21	22	23	24	25
9.30-Exercise. 10.00-White Board Games. 11.00-Stories, 1.45-Remember When. <b>2.00-Anglican Church.</b> 3.00-Target Master.	9.30-Exercise. <b>10.00-Catholic Church</b> 10.30-Carpet Bowls. 1.30-Who Am I. 2.00-BINGO	9.30-Exercise. 10.30-Bobs 1.30- Bundalong café. 3.30-Memory Cards.	9.30-Exercise. 10.00-Bus to Shops 11.00-Quiz 12.00-Bus Pick Up. 1.45-Scenic Drive. 3.15-Target Master.	9.30-Exercise, 9.45-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk/Quiz 2.15-Meet the Kids. 3.00-Happy Hour	ACTIVITIES IN WING 5	ACTIVITIES IN WING 5
26	27	28	29	30		
9.30-Exercise. 10.00-News/Views. 11.00-Bobs. 1.45-Quiz. <b>2.00-Anglican Church</b> 3.00-Target Master.	9.30-Exercise. <b>10.00-Catholic Church.</b> 10.30-Carpet Bowls. 1.30-Quick Quiz. 2.00-BINGO	9.30-Exercise. <b>10.00-Country Buddies.</b> 11.00-Bobs. <b>2.00-Shopping.</b> 3.30-Quiz.	9.30-Exercise. 10.30-Letter Game. <b>1.30-Strawberry Farm.</b> 3.30-Quiz.	9.30-Exercise. 9.45-Men's Shed. 11.15-Word Challenge. 1.45-Kiosk./Quiz. Word Game. 3.00-Happy Hour.		