

# *Ottrey Homes Newsflash*



**Summer  
Edition  
2018**

## Bus Drives

The facilities bus takes residents on a drive around the local countryside and on several outings during the calendar year. It is a great opportunity to have a look at the scenery and enjoy the fresh air and sunshine. If you would like to attend please see a staff member to express your interest. Bus drives are stated on the monthly lifestyle planner and you are invited to attend all these.



## Bingo

Every Tuesday afternoon bingo is held in the multi-purpose room. Kim, Heather and Audrey are here to have an enjoyable afternoon with the residents. If you would like to attend you are more than welcome, staff assistance is also provided for those residents whom may be trying it for the first time.



## Exercise Program

Lifestyle staff are now back in charge of running the daily exercise program and this is done daily along with garden walks for those residents whom wish to go outside and get some fresh air.



## Residents Leaving the Facility with Family Members

It is very important that we know the whereabouts of all residents at all times. We would greatly appreciate it if relatives, who are taking residents away from the Facility to attend an outing, appointment etc, would notify a staff member. In Addition, when residents are leaving the Facility, the Register entitled “Residents Leaving the Premises” must be filled in.

## Family Members bringing food into the facility

Ottrey Homes understands that your loved ones may ask if you can attend to purchasing of food items to bring in when you are here visiting, please ensure the food register is filled in at the front sign in desk so we can ensure high risk foods are being stored / consumed in the correct manner.



## Hairdressing services

Just a reminder to all residents that Ottrey Homes hair salon is open every Thursday to cater for all residents hair care needs. If you would like an appointment please speak to a member of staff. As there is 48 residents residing at Ottrey Homes you may not get an appointment if you wish to have your hair done on the day.



## Residents /Relatives Meetings

A reminder to residents to look out for notices regarding the residents and relatives meeting which are held every 2<sup>nd</sup> month, Ottrey Homes looks forwards to residents attending and giving feedback on ways we can improve your stay with us.



## Complaints Policy for residents here at Ottrey Homes

It is our policy to enable care recipients, their families and representatives, visitors, staff and volunteers to provide feedback or raise a complaint about any aspect of our service, the care we provide or the operation of our facilities.

The aim of this policy is to improve the quality of care and services provided by adopting a positive, blame-free approach to resolving complaints. Compliments received by the service tell us what we're doing right. Complaints received by the service are seen as an opportunity for improvement. All feedback is taken seriously.

We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the service when they arise.

The timely and efficient management of complaints fosters a positive, cooperative attitude with care recipients, their representatives, visitors, volunteers and staff. We will communicate with you openly and regularly while we work to resolve your complaint.



## Laundry Service here at Ottrey Homes

Ottrey Homes laundry staff label all new clothing as they arrive. Any new items need to go first to the laundry. Our laundry staff will label them and then redistribute them to the appropriate wings. For all lost clothing items please see the laundry staff for assistance. As we have 48 residents whom require their washing to be attended to you may not have your garments returned on the same day that your washing goes out. Residents & relatives are encouraged to provide clothing that is suitable for commercial washing machine. All reasonable care will be taken.



## A big thanks to our wonderful volunteers

Ottrey Homes would like to say a very big thank you to our committed and reliable volunteers whom give up their time to assist lifestyle staff to conduct various activities within the home, we really appreciate everything you do for our facility.



## Musical Talents at Ottrey Homes

It appears some of our recent residents whom have moved into Ottrey Homes have some secret musical talents, Residents are enjoying having a play around on the piano during the day which residents are enjoying. Our wonderful lifestyle staff member has also been bringing in her ukulele and playing it for the residents which has been a delight.



## Australia Day high tea

Residents were treated to a high tea to celebrate Australia day in January, All residents enjoyed a sing a long, quizzes and sharing stories and memories about what Australia day means to them.

## Introduction of Art Classes

Residents are enjoying the new classes which commenced on Wednesday 7th of Feb 2018. Residents from both Tatjana and the lodge are participating.



## Activity Passports

Ottrey Homes will be introducing an initiative called activity passports in 2018, these passports are to continue to engage and encourage residents to join in the lifestyle program, the first resident to complete their passport for attending the most activities in the home for the month will win a prize for their excellent participation. We hope this initiative will encourage residents to try new activities and adventures within the home.

## Electrical Appliances

All appliances in resident's rooms need to be tagged. Please advise Administration or Maintenance staff so that we can arrange for the items to be tagged.



## Morning and Afternoon tea

Just a reminder that morning and afternoon tea is served in the main dining room at 10:00am and 2:30pm daily.

## Lost Property Day

Staff will be organising a lost property day where all non named clothing will be placed out for residents to check to ensure none of the items are theirs, Please notify your loved ones of this and they may be able to assist you on the day.



## Residents Menu Planning Committee

We are still seeking resident's whom wish to go on the menu planning committee, this is a great opportunity to provide feedback on your choices and also give suggestions as to what you might like to see on the menu here at Ottrey Homes .



