

Ottrey Homes *Newsflash*



**Winter
Edition
2019**

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. Lifestyle staff and volunteers 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. Pain clinic also runs four days per week for Physio treatments.

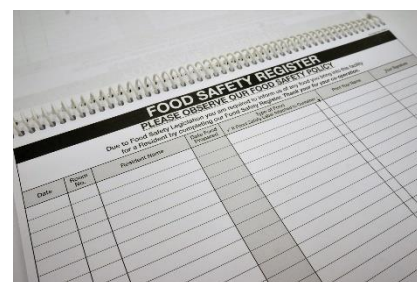


Residents Leaving the Facility with Family Members

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.

Visitors 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.



Residents /Relatives Meetings

A reminder to residents to look out for notices regarding the residents and relatives meeting which are held every 2nd 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.



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.



Pampers with Jeanie

Ottrey Homes would like to welcome Jeanie to the team, Jeanie has worked in aged care for many years and since retiring would like to give some of her spare time to attend Ottrey Homes to pamper our residents, Thanks Jeanie im sure the residents will look forward to getting to know you.



Welcome new residents to Ottrey Homes

We would like to extend a big welcome to all new residents whom have joined the Ottrey Homes family either by being here on Respite or permanent residency, we hope you enjoy your stay with us whether it is a long or short stay.



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. For those residents wishing to remain in their rooms the trolley will deliver you a





Continuous Improvement Report

Hi Everyone,

And welcome to Winter!

It would be impossible to step into Ottrey Lodge these days and not see the obvious signs of continuous improvement! It seems that each week there are dramatic changes to the facility. We would like to thank everybody for their ongoing patience and understanding as we hammer and drill and saw our way to a new and refurbished facility! I'm sure you would all agree that walking in to Ottrey Lodge now and being welcomed (and enticed) by the new reception area and the "Mill End" café is such a delight and definitely worth the weeks of disruption.

Beyond the café you will find the Maintenance Request and Continuous Improvement area (located in the same spot as prior to renovation). At any time you feel the need, simply complete a (GREEN) Continuous Improvement (CI) form and place in the (GREEN) letterbox – NB These forms can be used to provide feedback or compliments, offer a suggestion, register a complaint, raise a concern or report a hazard.

Once received, these forms are logged onto a register and provided to the appropriate area for response / action. The issue is then reported at the regular CI and OH&S meeting for noting and further discussion / action as required.

I continue to urge everyone to be involved in the "CI" process. It is healthy for the organisation (your home) to routinely look at current practices and situations and ask the question "Can we do this better?" If you need any help or advice in regard to CI, please remember my door is always open!

Finally, a word on the new Quality Standards. Some lucky residents (along with several interested staff members) have been involved in our Quality Standards Working Group. The group has met twice now to explore the new standards and how they relate to our everyday life at Ottrey Lodge. Stay tuned for more details as they come to hand, alternatively you can search www.agedcarequality.gov.au for information.

Jo McGrath

Continuous Improvement Coordinator

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Lifestyle report

Winters Here !!! The mornings have been very cold and all the heaters are on, Our fantastic new café The Mill End as chosen by the Residents here at Ottrey Homes. residents have taken advantage of the many cakes, slices and hot coffee on offer. Residents are given the opportunity to attend the café at any time and it is also open to the public with many residents arriving at the café which is fantastic to see. We will also be using the space for special lunches, high teas and evening celebrations to be held over the course of the year. Please feel free to pop in and visit us here at Ottrey Homes with your family and friends.

Changes to the menu

An appropriate Winter menu is planned with consideration given to the cold weather we are experiencing; many nice warm wintery dishes have been selected for the residents to enjoy. If you would like to suggest a meal idea or have feedback regarding the meals, please feel free to speak to our friendly staff whom will assist you. Alternatively, you can complete a continuous improvement for (Green) and place it in the Green post box at the front of the facility.

Laundry services

Residents clothing must be labeled with permanent labels provided by the facility to ensure the return of the clothing to the right residents. If you have purchased any new clothing please send this to the laundry to be labeled appropriately. Thank you for your cooperation.

Modifications to the lifestyle program

Activities may be changed, or outings canceled due to the cold weather and unforeseen circumstances. We apologise for any inconvenience caused.

Monthly lifestyle Planner

All residents receive a monthly planner which is placed in all rooms. If you do not receive one please feel free to ask the lifestyle ladies and we will ensure you have one.

Suggestions of Activities


If you have a new activity or outing suggestion please feel free to speak to a member of our lifestyle team and we will do our best.

Ottrey Homes also has a Facebook page which we would like you to like and follow. Thanks to everyone whom is already involved in the page we appreciate your support.

Eily Nunn
Lifestyle Coordinator







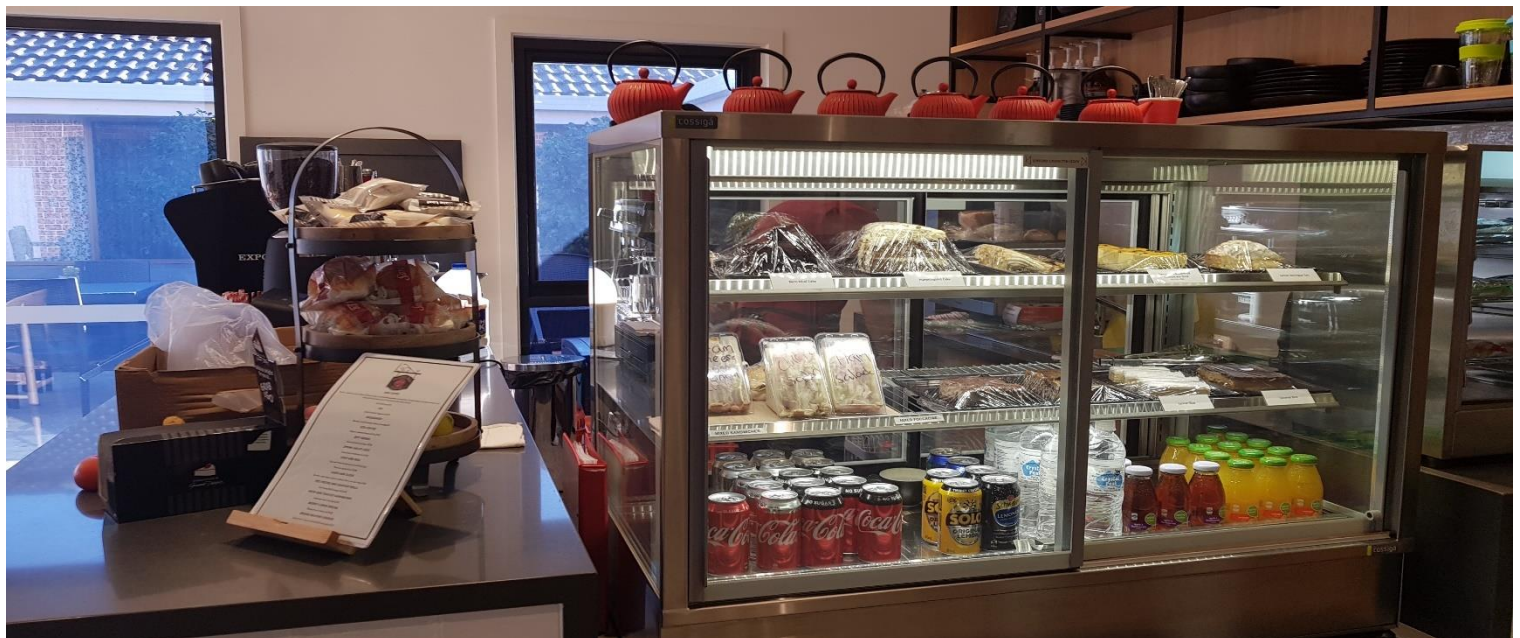
WINTER is the time for COMFORT, for GOOD FOOD and WARMTH, for the touch of a friendly hand & a talk beside the fire: It is the time for HOME -
Edith Sitwell

10 WAYS TO FEEL BETTER DURING THE WINTER MONTHS

1. Exercise – dedicating 30 minutes a day to light exercise, such as walking or yoga, can help boost the release of serotonin.
2. Go Outside – taking a quick walk around the block or opening the curtains can provide a much needed dose of sunlight and Vitamin D.
3. Eat a Serotonin-Boosting Diet – foods such as eggs, nuts, bananas and salmon, contain an amino acid called tryptophan, a critical building block for natural serotonin production.
4. Wear Bright Colours – research shows that warm and bright colours are tied to feelings of happiness.
5. Complete a Project – finishing a project around the house can make you feel accomplished, even if it is as simple as making the bed in the morning.
6. Embrace the Cold – people living near the arctic light candles and fires, drink warm beverages and snuggle under blankets to relax.
7. Take a Holiday – a mid-winter trip to a warm, sunny location may provide the boost needed to get through the rest of the cold months.
8. Engage in Social Activities – whether solo or with a friend, getting out of the house to see a movie, go bowling or volunteer will help prevent isolation.
9. Take a Class – pass the time by picking up a hobby or learning something new; as the old saying goes, "Time flies when you're having fun!"
10. Read a Book – studies have found that reading can make people happier by enhancing 'theory of mind' and reducing stress.

Ottrey's new Café

We are pleased to announce that our new cafe at Ottrey Homes has officially opened and already providing great food and coffee to all the residents and their families along with the wider community, this is a great opportunity for our residents to still feel connected to the wider community. Current opening hours are Monday to Friday from 8:00am till 3:00pm, we hope in the near future that we are able to open on weekends for families to come and visit their loved ones here in their home.



Meet our wonderful new Podiatrist Karla

Karla Ross is the principal podiatrist and owner of Karla Ross Podiatry. Karla graduated from Charles Sturt University with a Bachelor of Health Science (Podiatry) degree and has vast experience in both private and public care. Karla has worked within North East Victoria region over the past 7 years and will now be providing podiatry services to the Yarrawonga/Mulwala, Cobram and Tocumwal.

Her mission is to deliver expert podiatry care to patients of all ages in order to reduce pain, improve function and allow peace of mind that your feet are in good health.

Full name: Karla Ross

Favorite food: lamb cutlets

Favorite drink: tea

Describe yourself in three words: honest caring and organised

What was your first job of employment I worked in: the sample stand and weigh bridge for GrainCorp in Oaklands when I finished high school and before I started university at Charles Sturt in Albury.

What is your favorite saying: "you only live once, but if you do it right, once is enough".

Describe your idea of the perfect weekend: enjoying the sunshine while going for a walk or bike ride with the kids (Matilda almost 4 and Oliver 2.5 years) by the lake or through Gorman reserve

Best movie: Billy Elliot

What do you like the most about where you live: My family and I live in Mulwala, we enjoy living out of town a little, as it gives the kids plenty of room to run around and play. We love living close to the lake and walking tracks so we can make the most of the outdoors.

