



Goodwin Village

Newsletter

April / May 2023

CARE MANAGER REPORT

Welcome to the Autumn newsletter. The trees are changing color and the air is crisp. Daylight savings has come and gone. Some of us love it and some of us dislike it. Whatever your thoughts we are possibly stuck with it.

We welcome new staff Carlee Lydom, Catherine Potter and Josy Varughese. We wish them well and hopefully a lengthy employment at Goodwin Village.

We have had sadness recently with the passing away of David McDonald and he will be missed by all. We send our deepest sympathy to David's family.

New resident Minnie Van Boven is settling into her new home nicely.

The Aged Care Quality Safety Commission arrived unannounced during March. We have really been waiting for their arrival for 12 months. The two ladies who carried out the 2.5 days of looking around, speaking to residents, families and staff were pleasant and engaging. We did not feel too much stress during the process. Thanks so much to all of you who spoke to them with honesty. We do not have the official feedback yet but are led to believe things were in pretty good order. Everyone at the Goodwin Village have input into this homely, friendly environment where excellent care is provided.

Allied Health Professionals are becoming harder to attract to rural/remote areas. We have been working hard on this situation. We have been able to recently access services from Plena Health for Dietician services. We already access Occupational Therapy from this company. The Speech Pathologist comes from 'Talk It Up' in Bendigo, Audiologist from Ballarat and I am in the process of getting Optometry services onsite or at least nearby so residents may be transported there.

Ros George who currently does our Occupational Therapy has been able to format extra exercise plans for some of our residents to be carried out by care staff. Ros has instructions for these plans and they are then carried out each day. The residents having this extra service are benefiting with increased strength and the ability to mobilize more safely.

The staff have been busy with education over the last few months. They have had training on new reforms in the industry such as Code of Conduct and enhanced their knowledge in the Incident Management Process.

As part of the new National Mandatory Quality Indicator Program, residents will be offered questionnaires on **Consumer Experience** and **Quality of Life** over the next 3 months. These will then be offered 3 times a year. Residents are able seek assistance from family to complete.

OPAN – Older persons advocacy network is available for all residents and families if they are in need of assistance with issues that cannot be resolved in Residential Aged Care. This network is available on 1800 951 822 and there are brochures available in the pamphlet stand near the Primary Care Room if anyone wishes to have a copy. The OPAN website is a great resource for information on aged care which is available following this link <https://opan.org.au/>



Happy Easter

Lynne Walsh

BOARD NEWS

ACQSC VISIT

The Aged Care Quality Safety Commission conducted their 2 and ½ day unannounced visit in March and all reports were positive.

UNIT 23 – RICHARDSON HEIGHTS

Unit 23 will have curtains fitted this week and the new residents will move in later this week. We welcome Norm & Dorothy McCabe as they will be in Goodwin Village for Easter in 2023.

RESIDENTIAL CARE

The residential care facility is fully occupied, and we now have a substantial waiting list. Our respite room has a few vacancies in the coming months.

BULLOCK'S HEAD APARTMENTS

We have Apartment number 2 available to short-term stays at the moment. The Apartment has one bedroom, a spacious living area and two single beds on an upstairs mezzanine floor. The Apartment is in the centre of town. The rate is \$160 (inc. GST) per night but the nightly rate decreases after a week.

NEW ROAD IN RICHARDSON HEIGHTS

The Board of Goodwin Village has approved the building of a 'hot mix' road in Richardson Heights to allow for the building of 4 further 2 bedroom Units with double garages. While doing this work we are re-sheeting and widening the service road that services the residential kitchen & laundry areas.

ADVERTISING FOR NURSING POSITIONS

We are currently advertising to fill some staffing positions. Our focus is trying to appoint some more nurses. We would like to find some more Registered and Enrolled Nurses to take a team leadership role on the floor. If anyone has contacts in these nursing skills, please send them our way.

POLICIES & PROCEDURES

The way Goodwin Village operates is governed by policies and procedures often in response to government rules and legislation. If any residents or their families are wanting to view any of these policies and procedures at any time, they are welcome.

GOODWIN VILLAGE

COMMUNITY CARE

- Supporting people in their own homes – personal care, house cleaning, gardening & home maintenance, respite & shopping.
- Goodwin Village works with most of the Community Care Approved Providers including Uniting Agewell, Benetas, Bendigo Health, Annecto, Home Instead and NDIS clients.
- Goodwin Village can travel to other towns to provide services if required.
- 'Fee for service' available for people paying themselves.

GOODWIN VILLAGE

RETIREMENT UNIT 27

Goodwin Village has a range of retirement Units and Unit 27 is currently available. Features of all Units are....

- A financial deal to suit everyone.
- No maintenance or garden worries anymore.
- Priority on waiting list for Goodwin Village residential aged care at end of Unit occupancy.
- Financial details of units available on request.

The Village maintains a 'no obligation' waiting list for anyone interested in Units generally, or a particular Unit. The waiting list gives a person 'first offer' on the unit when it eventually becomes vacant.

The Village is always looking to build more new units to meet demand. If people are looking for a new retirement unit, they are welcome to make an inquiry.

ACTIVITIES

The beautiful Autumn weather has been perfect for our residents to go for walks around our well-maintained gardens and enjoy the sunshine.

We have been very fortunate to receive a donation of \$1500 from the Donald Pharmacy, from their calendar sales. We have purchased wooden games and a variety of rustic garden ornaments which the residents chose. These are to be placed in the Riverside Lounge Garden and will hopefully arrive very soon.

Graham & Jo McGrath visited us with an acoustic show. They played their guitars & sang well known songs that the residents could sing along with.

We celebrated Valentine's Day with a high tea & residents received a red chocolate heart. In the afternoon a craft session making a heart suncatcher was made to hang in their bedrooms.

Other activities that have been acknowledged have been Shove Tuesday, International Women's Day & Harmony Day. There have been many birthdays in the last 2 months that we have been enjoying, including lots of cake, singing and family visiting.

Jodie Nash has volunteered her time to do bible stories with us on a Monday afternoon. We appreciate all our volunteers that give up their own time to spend with the residents.

Footy Tipping –

The time has come again to commence season 2023 Footy Tipping. We have 27 keen & enthusiastic residents participating this season which is fantastic to see. There is a buzz in the dining room each Monday discussing their teams win (COLLINGWOOD OF COURSE) or an embarrassing loss.

Bob Baker is our leader after the first 2 rounds with many not too far behind. In the staff tipping we have 22 staff having a crack & enjoying the involvement. Carol Monish is our current leader. The next 6 months will no doubt see lots of fun, laughter & tears for some very keen followers. GO PIES !! (says Trish)

*** Once the dog ate all my Scrabble tiles

He kept leaving little messages around the house

*** What breed of dog can jump higher than buildings?

Any dog, because buildings can't jump.

*** What starts with E, ends with E and has only one letter in it?

Envelope.

*** A bear walks into a bar and says. "Give me a whiskey and ... Cola"

"Why the big pause?" asks the bartender. The bear shrugged. "I'm not sure; I was born with them." 😄

Goodwin Village regularly seeks both positive and negative input and feedback from residents, carers, the workforce and others about services and care given. This can be made formally or informally, written or verbally to Goodwin Village. We have written complaint forms and these are available at reception.

Feedback and complaints help us to keep improving and resolve issues for everyone.



Shoot & Shuffle with Jan, Doris & Marj



Paddy with 'Riley' a visitors' dog



Valentine's Day craft thanks to Trish



Marion with Family on her Birthday



Margaret & Bob shared their birthday and enjoyed a delicious cake

***** UPCOMING EVENTS *****

APRIL

Monday 3rd – Resident Meeting at 10.30am
(Good Friday) Friday 7th – Anglican Church Service 10am
Easter Saturday & Sunday 8th & 9th
Friday 14th – Village Singers 2pm
Wednesday 19th – Uniting Church Service at 2pm
Thursday 20th – Catholic Mass 2pm
Tuesday 25th – Bev & Singers 10.30am (ANZAC Day)

MAY

Friday 5th – Anglican Church Service 2pm
Monday 8th – Resident Meeting 10.30am
Friday 12th – Village Singers 2pm
Sunday 14th May – Mother's Day
Wednesday 17th – Uniting Church Service 2pm
Thursday 18th – Catholic Mass 2pm
Tuesday 23rd – Bev Gilmour & Singers 10.30am

Birthdays



APRIL

14th – Owen Duncan
19th – Audrey Alexander
22nd – Peggy Davidson
26th – Pat Hogan
28th – Margaret Burchell

MAY

6th – Paddy Bloomfield
6th – Coral Hicks
22nd – Brian Moroney
24th – Joy Newall
29th – Keith Smith

Happy Birthday to you all!



Resident Profile

Name: Peggy Davidson

Where were you born? Private hospital in East Kew

Did you have a nickname when you were young? Peg Leg

First job? Telephonist

What were you best at in school? English

Where and when were you married? 28th April 1956 at St Pauls,
East Kew

What things did you and your best friend love to do? Go to the
movies

What chore did you absolutely hate when you were younger?
Dishes

If you could have lunch with one person, who would it be?
Mary Archbold

Favourite Meal: Curry Sausages

Favourite Dessert: Pavlova

Favourite drink: Lemonade

Favourite Flower: Rose

Favourite Singer: Tom Jones

Favourite Colour: Red

Favourite Book: Dictionary



Families & friends are advised that our gazebo in
Riverside Lounge Gardens is now available for use by families
and visitors. 🙌



Staff Profile

Name: Carol Monish

Where were you born? Royal Women's Hospital - Melbourne

Did you have a nickname when you were younger? No

First job? Jim's fish & chip shop

What were you best at in school? Art

What did you and your best friend love to do together? Listen to music

Where and when were you married? Doogalla Garden's -

Dandenong Ranger's National Park

What chore did you hate when you were young? Weeding the garden as we lived on 2 acres

What was the most embarrassing thing that happened to you when you were young? Walking into the men's shower block when camping (oops)

If you could have lunch with one person, who would it be? Ray

Favourite meal: Italian

Favourite dessert: Baked Cheesecake

Favourite drink: Gin

Favourite colour: Purple

Favourite Singer: Sam Smith

Favourite flower: Camelia

Favourite book: Magic Faraway Tree by Enid Blyton

INCIDENT MANAGEMENT

- Policy and process is in place for incident management.
- Types of incidents eg. medication error, fall, infection, abuse, absconding
- It may be necessary to take immediate action.
- Supervisor / RN to be advised.
- Incidents are discussed at weekly RN meeting.
- Investigation into incident is completed.
- Open disclosure is completed.
- Outcome of incident and recommendations are communicated to Board, staff, residents and their representatives.



MISSION STATEMENT

Reflecting the motto “*Caring for Friends*” Goodwin Village has a commitment to provide quality care and support to the aged community in a professional and ethical manner.

Goodwin Village is committed to being a centre of excellence, and to providing safe and effective services.

Goodwin Village is committed to providing quality of life, independence and well-being.

Goodwin Village is committed to providing a safe and respectful environment.

Goodwin Village is committed to providing and maintaining quality buildings and facilities that meet the needs of residents and staff.

Goodwin Village is committed to providing quality staff that are skilled, qualified, and receive ongoing training.

VALUES STATEMENT

Goodwin Village values:

- Choice – we encourage and promote individual choice and independence.
- Respect – we believe everyone is unique; we listen and demonstrate care compassion in everything we do.
- Care – we care and aim to continually improve practices.
- Passion – we love what we do and encourage creativity and diversity.
- Teamwork – we work together and support each other.
- We value and appreciate Community and Government support.