

**Resident, Family, Friend and Responsible Party** **Newsletter – Oct. ‘17**

Dear Strathmere Lodge residents, family members, friends/responsible parties:

1. **Annual Resident/Family Satisfaction Survey**



Summary results of our annual resident/family satisfaction survey are enclosed.

The results will also be shared via Residents’ Council meeting, Family Council meeting, and staff newsletter.

Overall, residents/families have indicated high levels of satisfaction with the care and service provided at Strathmere Lodge, mirroring last year’s results.

Overall, 98% of respondents agreed or strongly agreed that they are satisfied with the care and service provided, and 98% of respondents indicated that they would definitely or probably recommend Strathmere Lodge to others.

Unfortunately, we showed no improvement in the area of “Clothing/Laundry Gone Missing” (Section H of the survey). This a common outcome among the province’s 630 long term care homes. We need to re-visit what else we can do to improve here.

On the subject of “Sufficient Staff” (Section Q of the survey), I would point out that the Long Term Care Provider Industry continues efforts to lobby the provincial government for increased funding to increase staffing numbers. On this topic, I want to highlight the fact that staffing numbers at Strathmere Lodge are consistent across all seven (7) days of the week with respect to Nursing staff (Personal Support Workers and registered nursing staff), Food Services staff, Housekeeping staff and Laundry staff. Some survey comments indicate the perception that staffing numbers are fewer on weekends/holidays, but this is not the case (i.e., weekend staffing hours would only be fewer among office staff and Recreation staff).

Please feel free to contact me with any questions and/or comments about the survey results (519-245-2520, ext. 222, or via email: bkerwin@middlesex.ca).

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**2. Recreation Calendar**



Please do not forget to pick up and check out our monthly Recreation calendar (available in each Resident Home Area, and also posted on our website) for events that you may find of interest and would like to attend.

Our upcoming Special Events for October:

1. Wednesday, October 4th at 2:00pm – Wayne & Rich entertain
2. Saturday, October 7th at 1:30pm – Jentleman Jim is in the house
3. Wednesday, October 18th, 9:00am-3:00pm – Geri Fashions Clothing Sale (all fashions, including Adaptive Clothing, will be 50% off - contact Marcy Welch for more information)
4. Friday, October 20th at 2:00pm – Music with Denis Siren
5. Friday, October 27th at 2:00pm – Happy Hour with Gary Boyle
6. Tuesday, October 31st at 2:00pm – Hallowe’en Party with The Goldies (come wearing your costume!)
7. Tuesday, October 31st at 6:00pm+ – Residents will be handing out candy in the front foyer (all Trick or Treaters are welcome!)

**3. Thanksgiving Day Meal**



The residents’ Thanksgiving Day meal will be served at lunch (not suppertime) on Thanksgiving Day (Monday, October 9, 2017).

Family members/friends/visitors wishing to partake in the Thanksgiving Day meal with residents may arrange for payment ($20) and reserved seating (seating is limited) by contacting Reception.

**4. Dealing with Dementia – Western University Lecture**

The Faculty of Health Sciences at Western University is extending an invitation to those associated with Strathmere Lodge interested in attending its upcoming lecture on Dealing with Dementia.

You can join the lecture as researchers from the Faculty of Health Sciences explore the impact of dementia and dealing with dementia while keeping loved ones safe.

The lecture is on Saturday, October 21st, from 11:00 am to noon (in the Arthur and Sonia Labatt Health Sciences Building, Room 322).

To register for the lecture (or for more information), phone 519-661-2199 (and press “2”). Or, you can register via computer at the following link: <http://www.westernconnect.ca/site/Calendar?view=Detail&id=134261>

**5. Annual Alzheimer Coffee Break Day – September 19th**

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Thank you to everyone who participated in our Annual Alzheimer Coffee Break Day, hosted by the Lodge’s Auxiliary.

Together, we raised $377.00 for the Alzheimer Society of London and Middlesex. Way to Go!

**6. Resident Clothing**

A reminder to residents/families that this is a perfect time of the year to do some resident closet/drawer clearing/purging of resident clothing, perhaps swapping spring/summer clothing with fall/winter clothing, and such that there is not too much clothing in drawers/closets (our Laundry department washing turnaround time for clothing is 24 hours, such that a large inventory of clothing is not necessary).

**7. Resident Trust Accounts**

For residents/families paying for extra services (e.g., hair salon service, television, visitor meals, specialized foot care) via a Resident Trust Account established with The Lodge, this is a reminder to maintain adequate funds in the trust account so that The Lodge can maintain these services for individual residents.

Deposits to trust accounts can be directed to office administrative staff at Reception.

For more information on Trust Accounts, please contact Augustine Caines, Office Manager (ext. 246, or at acaines@middlesex.ca).

**8. Family Council**



This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. The next meeting is scheduled for Monday, October 2, 2017, at 1:30pm in the Conference Room upstairs.

All family and friends of residents of Strathmere Lodge are welcome to attend. No pre-registration is necessary.

Please contact Marcy Welch (ext. 226, or at mwelch@middlesex.ca) for more information.

Minutes of the most recent meeting are posted on the family information board in the Rose Room (near the Chapel), and previous minutes are available for review at our Reception desk.

**9. In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact me at 519-245-2520, ext. 222, or via email at: bkerwin@middlesex.ca).

Please share a copy of this newsletter with other family members and friends, or direct them to our website: <http://www.middlesex.ca/departments/long-term-care>

Electronic back copies of our newsletter can be found on our website. Hard copies are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

You can find additional copies of this newsletter edition on our Public Information Board in the main lobby (near the Chapel).

**Brent Kerwin,**

Administrator

Distribution: Responsible Parties, Auxiliary, Information Board, Resident Home Areas (5), Website, County Council, Staff, Other Stakeholderst