

Woodfield

Woodfield has shown that we lead the way in recognising and promoting a well environment for residents in an aged care setting. Our innovative programs demonstrate excellent results for residents, relatives and staff in their physical, mental and social health and overall well being.

Innovative programs and a comprehensive continuous improvement system at Woodfield Retirement Village continue to yield excellent results, including a commendable award from the Aged Care Standards and Accreditation and Standards Agency.

Woodfield Retirement Village is proactively involved in positive programs, which will benefit the whole industry by creating awareness and changing attitudes relating to the care of the elderly.

In 2000, Woodfield began looking at ways to incorporate information/work from fall, pain and communication/leisure research projects, including feedback from our Carers Group. Woodfield initiated and developed a project which targeted the overall physical health and emotional well-being of our residents, staff and relatives. This was the basis of our Wellness Program, the first project to specifically target a wellness model. The focus is on leisure, and the fun side of aged care. Our emphasis is on wellness and the involvement of all the staff, residents and their families.

The Wellness Program officially began in May 2001. This program offers not only the chance to improve fitness, but also develop socialisation and enhance well-being. This program has the specific intention to provide a wellness/fitness/weight training program for all involved, but also more distinctively the program offers a safety net against falls, aims to improve overall balance and strength, reduce depression and pain, increase energy, improve natural sleep patterns and assist continence management. Woodfield has recognised that physical activity is both functional and fun, and brings important health benefits to all age groups, while also offering significant opportunities for positive socialisation and communication. Woodfield identified that the better the person feels, the more enjoyment they are likely to get from life and the easier it will be to care for our residents.

Using this model has lead to changing attitudes, staff stability and happier residents. The program is offered to all residents to participate in. Each resident involved is assessed and an individual plan developed. This plan is reviewed each 6–8 weeks (approximately). As the program develops it also advances to become more challenging, creating constant improvement and satisfaction. It is an adaptive program structured specifically to the individual, but at the same time catering to the entire facility in a social and enjoyable atmosphere. In July 2002, 70 per cent of residents participating in the program had improved their cognitive function.

Our programs are identified, researched and developed and shared with other organisations. Woodfield seeks new ideas through involvement in education and industry associations, literature searches and through open acceptance

of new ideas. Through these programs we show our dedication to quality care and service delivery for our residents, relatives and staff. This can be seen through current and past programs that include dance therapy, resident/staff initiated and produced gala concerts and formal links with tertiary education institutions that view Woodfield as a campus for work experience and for adult education on-site. Opportunities are provided for residents, staff and families to learn without leaving home (in the case of the residents) and bringing the community to Woodfield, enhancing our community link.

Woodfield has had a formal process-based management system in place since 1998. Continuous improvement is the generator of our system and this allows all stakeholders to recognise that they are a part of Woodfield. Our comprehensive continuous improvement system incorporates both preventative and reactive elements. These include scheduled audits, an improvement log system, weekly management meetings (where continuous improvement is discussed), data collection and analysis, resident/relative and staff surveys and staff meetings. All new staff are orientated to the principles and processes for improving residents outcomes.

Woodfield played a pivotal role in developing an organisational benchmarking program between four other organisations that serve over 1500 aged care residents. As part of our benchmarking we collect data for approximately 20 key indicators that cover all aspects of our operation. The main drive of the organisational benchmarking is through a working committee that consists of representatives from all the organisations. These representatives are managers/staff who disseminate the information and results and filter it through the facilities. There is a clear set of terms of reference for the committee which are updated annually. The benchmarking program has provided us with a formal process in which we can continually review and compare the practices and processes used and improve on them to deliver a quality service for all stakeholders.

As an organisation we understand the benefits of sharing information among not only other aged care facilities, but the national and international community. We have presented papers to conferences and network meetings, produced videos and posters, written articles for publication in national and international newspapers and journals and hosted network meetings and conferences. Our sharing of information also extends to forging links with community groups and education institutions. Woodfield welcomes visitors from other aged care facilities to gather and share information about our practices, processes and results.

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