



St Louis Newsletter

December 2019 / January 2020

Nursing Home Social Program News

Unfortunately mother nature was not on our side this year and we had to cancel the annual Carols Night. With a forecast of possible showers and 21 degrees it was not possible to go ahead.

There are plenty of other Christmas festivities and concerts planned for December for all to enjoy including a Christmas performance by Stars of the Nile Belly Dancers!

The first Relative Network Group was a success. We set up in the courtyard with a delicious platter prepared by the kitchen and drinks. The group introduced themselves and their connection to St Louis. There was a general discussion and it ended with the decision to meet quarterly at 6.00pm on a Tuesday night at St Louis. These dates will be advertised in the newsletter.

The next group will be 6.00pm on 18th February 2020. Please pop it in your diary and contact me if you would like to attend. The resident's meetings are held on the last Tuesday of the month at 2.30pm and relatives are welcome to attend these also.



Ida in the Atrium with the Christmas Tree



Poppy the cat 'helping'



Anne putting up Christmas Decorations



The Relative Network Group



Xmas Raffle - 1st, 2nd and 3rd Prizes will be drawn at St Louis Nursing Home on Friday 20th of December
Tickets \$2.00 each or 3 for \$5.00
Proceeds go to the Resident's Social Fund.



A note from Sue Toner our Director

Our renovations are moving along. It will certainly be a new look St Louis. Your feedback would be appreciated – please use the comments form in the entrance foyer.

Unfortunately, the Carols night was cancelled due to the weather and apart from the forecast rain, it was going to be very cold. We were all very disappointed as this is a highlight for us all. Hopefully we will have more luck next year.

With Christmas fast approaching, could you please let Anne know if you are taking your relative out for the day and what time you plan to pick them up and return them home. I need this information to ensure staffing levels are adequate to have everyone ready on time.

A reminder too re new clothes for Christmas. Please hand them to the RN in a labelled bag so they can be labelled prior to wearing or laundering. This will ensure items make their way to the correct wardrobe and wearer.

Please also take the time to check the rack outside Anne's office of unlabelled clothing for items you may be able to identify. Again, these items should go to the RN in a labelled bag so they can be labelled before being returned.



From all of us at St Louis we wish you a very Merry Christmas and a Happy New Year. Stay safe and enjoy the time with your loved ones.



St Louis encourages your feedback

In addition to our "We value your option forms" St Louis Email signatures will soon include a link for feedback – so please let us know if you have any suggestions for improvements, problems you would like addressed or if you are happy with the services provided.

Have you noticed that the 'Happy or Not' machine asks a specific question about an aspect of life at St Louis? You can provide individualised feedback by typing in details of your response if you wish – please feel free to give it a go!

Comments and complaints Feedback: If you have any feedback positive or negative, please don't hesitate to let us know. St Louis Aged Care, 21 Foster Street, Parkside SA 5063. *Thank you*



St Louis
Aged Care

St Louis Newsletter

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St Louis On Sea 20 Esplanade Victor Harbor



St Louis' vision is to ensure that elderly people including those living with dementia live with dignity, respect and receive the very best of care in a beautiful environment. We will achieve this by providing a home that looks, smells and feels like a traditional Australian home. St Louis has received feedback from our clients that respite care as well as permanent care is most needed.

We will provide a warm, friendly and engaging environment, where the highest quality of care is provided, and where people feel genuinely at home, supported by professionals who really are empathetic to residents. Residents will be encouraged to engage in the shopping, cooking, baking, gardening... the full range of fulfilling daily tasks that bring a sense of purpose.

We will offer care for approximately 8 residents living in the existing home with close proximity of the home to church, allied health professionals, parklands, hotels and shops enables residents to stay connected to the local community and flourish in a socially inclusive home. St Louis care staff are extensively trained in the provision of dementia care and will be on site 24/7.

The décor will be purpose designed for aged care provision incorporating the highest quality aged care specific fabrics and furnishings. State of the art beds and furniture will provide exceptional functionality, safety and aesthetic. Wiessner Borhoff furnishings designed specifically for clients living with dementia will also be utilised. This program is based across the road from our Victor Home Care location and will be used to provide administration and training support.

St Louis on Sea will open early in 2020. We look forward to inviting the St Louis Community to our opening party.

Maris Naish, Administrator St Louis Group

Nursing Home Call Bells and Waiting Times

August: 12967 call bells;
Average waiting time: 5.1 minutes

September: 12068 call bells;
Average waiting time: 5.1 minutes

October: 12150 call bells;
Average waiting time: 4 minutes

November: 12389 call bells;
Average waiting time: 4 minutes

Nursing Home Training

October & November:
All staff attended *Cultural Awareness Training* by Australian Migrant Resource Centre

November:
A Day in the Life: A Mealtime Experience
Attended by Care staff
By Dementia Australia

Mandatory Quality Indicator Training
Attended by Mel and Sue
By Aged Care Industry Association (ACIA)

Wound Management Training for RNs by ACIA
Consumer Choice Training
Attended by Ali, Mel and Jing by ACIA

Nursing Home Renovations

Renovations are progressing! New floor and ceiling in the Atrium are completed, wallpaper and some vibrant colour! And despite what you may think, Sue T – our dedicated Port fan, did not choose the colour! New chairs are coming in and further changes in the Link are to commence very soon. We thank you for your patience with the disruptions and ensure you that every possible precaution is being taken to keep our residents and staff safe whilst these changes are taking place. If you notice anything of concern whilst you are here, please bring it to the attention of the RN on duty to enable us to take appropriate steps to keep everyone safe.

St Louis Nursing Home

21 Foster Street, Parkside SA 5063 (08) 8272 3344

St Louis On Blyth - Retirement Units Parkside

34-36 Blyth Street, Parkside SA 5063 (08) 8272 3344

www.stlouisagedcare.com.au



Celebrating diversity

AGED RIGHTS ADVOCACY SERVICE (Inc)

(08) 8232 5377 email: aras@agedrights.asn.au

AGED CARE QUALITY AND SAFETY COMMISSION

1800 951 822 www.agedcarequality.gov.au



St Louis
Home Care

Home Care News

December 2019 / January 2020

Adelaide Home Care Social Programs

We've had a fabulous month of social events. The Four Knots River Cruise was brilliant! The owner, Chad was very informative and friendly.

In the new year we will be going on a dolphin cruise, Adelaide Oval tour and the Mt Lofty Botanic Gardens just to name a few. Im also looking into a visit to the Traffic Control Station.

I hope everyone has a wonderful Christmas and remember that I love receiving suggestions as these outings are all about you!

Sarah Rankin, St Louis Adelaide



Four Knots River Cruise in Mannum



Irma making a Christmas card



Melbourne Cup Luncheon

Victor Harbor Home Care Social Programs

Hello to our wonderful clients. We hope all is going well.

We have enjoyed some lovely trips over the past two months to Stirling, Normanville, Victor's Place in Noarlunga, Finniss and Port Elliot just to name a few. Thank you to everyone who has come on board and enjoyed the fun, laughs and our mystery drives.

We also look forward to our Festive Christmas Lunch at The Victor Harbor Golf Club on Thursday, 19th December. Please call us as soon as possible if you would like to come along. We have quite a large table already, but the more the merrier!

Please let Lisa know if there is a destination or place you would like to visit on our social outings. We are lucky to have so many beautiful places on the Fleurieu.

Thank you also to our amazing carers for their dedication and support in 2019. Enjoy the festive season. Keep cool and please feel free to call us at any time.

The team at Victor Harbor, Sue, Nyree, Kathy & Lisa



Enjoying our Finniss Trip



Jill and Anne-Marie enjoying the Melbourne Cup

*From our family to yours,
wishing all our clients and the
community a very happy and
safe Christmas.*

St Louis Home Care Adelaide Metro and Hills
11 Dudley Road, Marryatville SA 5068 (08) 8332 0950

St Louis Home Care Victor Harbor and Fleurieu
31 Victoria Street, Victor Harbor SA 5211 (08) 8552 1481

www.stlouisedcare.com.au

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Maris Naish, Administrator St Louis Group

Customer Experience Survey

In July 2019, St Louis Home Care sent out a 'Customer Experience Survey' and we would like to thank you all for the large number of responses.

The purpose of this survey was to seek feedback and input from our clients, families, friends and significant others. Your feedback assisted us in generating quality improvements. The 20 questions asked required a Very Good / Good / Average / Poor and Very Poor response and the positive response rate we received was very high. There was only one question that received less than 85% and that was Q6 "The variety of centre based activities offered is relevant to my needs".

To ensure that St Louis Home Care are capturing the types of activities that you prefer, we have included a copy of the Social Activity Suggestion Form should you wish to complete this and return.

We also run centre based activities that you may not be aware of such as Strength for Life Classes, Art Therapy and Melbourne Cup Lunch. You may like to provide feedback through our comments and complaints brochures or simply chat with your Coordinator at your next review.

We would love to hear from you on activities that may be relevant to your needs. Please feel free to contact Sarah Rankin, Lifestyle Coordinator or Caitlin Watson, Community Client Service Manager.

Home Care Training

October:

Summer Preparation and Emergency Management Forum – attended by Heather and Caitlin, conducted by ACIA

Next Generation conference for Young Leaders in Aged Care – attended by Caitlin, Karyna and Nyree

November:

Wound Management – all RNs conducted by RDNS
Standard 1 Consumer Dignity and Choice – attended by Coordinators Maria and Anne Marie
Home Care Standards Training – all coordinators
Manual Handling Training conducted by St Louis Physio – attended by all staff

Medehealth online training – continuing for all staff

Comments and complaints Feedback: If you have any feedback positive or negative, please don't hesitate to let us know.
St Louis Aged Care, 21 Foster Street, Parkside SA 5063. *Thank you*



Celebrating diversity