



**St Louis**  
Home Care

## Home Care News

August/September 2021

### Adelaide Home Care Social Programs

Home Care clients enjoying Chair exercises



### Please welcome Jane Lindsay



Jane has recently joined the St Louis Social Programs team. Based at our Marryatville office, Jane will be looking at options to increase social connect- edness amongst our Home Care Clients and to develop social activities to meet the needs and goals of our clients.

Jane and Sarah are getting out and about to meet clients in their homes to discuss support options and possibilities for social activities. If you have any ideas about activities you might like to see on the calendars, or if you would like Jane or Sarah to come and visit, please contact Jane on 8332 0950.

### COVID Vaccinations

St Louis is actively encouraging our staff to receive their covid vaccinations, and working to facilitate these. St Lous is taking every precautions to ensure that services can continue to be provided in a COVID safe environment. If you have any queries or concerns, please contact your coordinator to discuss further.

Please make the most of the current opportunities to receive your COVID vaccinations – we would encourage you to speak with your own health practitioner to discuss any concerns you have in regards to your individual health status and the suitability of the vaccine and to book an appointment to receive your vaccine.

#### Comments and Complaints:

If you have any concerns or requests in regards to how services have been/are being provided by St Louis, please contact your: Home Care Package Coordinator, or Caitlin Watson (Community Client Service Manager) on 08 8332 0950 OR

Complete the attached Feedback and Complaints Form and forward to St Louis Home Care, 11 Dudley Rd, Marryatville, 5068

### Advance Notice!

#### Sweetbeat n Harmony in Concert

Where: St Louis on Sea - 20 Esplanade, Victor Harbor

When: 22nd October, 10.30am-12noon

Details in the October Calendar – stay tuned!



### Census

Every 5 years the Australian Bureau of Statistics counts every person and every household in Australia. In late July/ early August you will receive a paper-based form with instructions on how to partake in the 2021 census, which will be held on the 10th August. If this all sounds a little confusing and you're not sure how to complete the census, why not consider using St Louis staff to assist you in completing the compulsory form.

Our workers can sit with you and read out the questions and assist you in adding your information in. So, if you would like to consider having one of our Care Workers come and assist, please ring St Louis and speak with your Coordinator to book in this service.

#### Key dates

- **Late July 2021** - paper forms will be delivered to households in some rural and regional areas
- **By early August 2021** - Households receive instructions on how to take part
- **10 August 2021** - Census night
- **After Census night** - Households who have not responded will receive reminder letters and visits from Census staff
- **Late August 2021** - Field staff start visiting households that have not responded
- **June 2022 onwards** - Release of Census data.
- If you feel that you need additional support, there are contact-free ways for you to have your questions answered, including through the census website, online videos and tutorials, social media and the call centre.



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Victor Harbor Home Care Social Programs

Our clients have been enjoying the outings and lunches over the last few weeks. We try to offer a variety of different outings and lunch venues to appeal to everyone and value any ideas you may have.

It has been lovely to see clients attend these outings for the first time and go on to have a great day - forging new friendships, revisiting places they haven't been to in years and booking their next bus trip before the day is through.

Our clients all enjoyed the coach bus that we used on the Monarto Bus Trip, with lots of positive feedback on how comfortable it was. We will be trialling some different sized buses in the next 2 months, so please let us know which bus you prefer. These will be used on the longer, full day bus trips and when we have a larger group.



I have been very lucky in recent weeks to visit more of our clients in the comfort of their homes. I have learnt so much about each one and enjoyed listening to them, looking through their gardens, looking at photos, marvelling at their craftwork, enjoying a cuppa, even some homemade scones.

If you are thinking of attending one of the social activities but perhaps not sure if it's for you, or nervous to jump in, a home visit may be a great way to break the ice and to meet Colette.

Please call 8552 1461 if you would like to book a home visit. Colette Durling, St Louis Victor Harbor



Shelley Howlett has recently joined the St Louis Team in Victor Harbor – Shelley comes with 20 years RN experience having specialised in oncology/Haematology/ Palliative Care and Aged Care.

Shelley is passionate about Community and is looking forward to meeting our clients and learning and working with St Louis.

Aged Care Charter of Rights

Consumers receiving Australian Government funded aged care services have the right to be properly looked after, treated well and given high quality care and services. The rights of consumers are protected by a Charter of Aged Care Rights – see attached copy.

On 1 July 2019, a single Charter of Aged Care Rights (the Charter) came into effect. It replaced previous charters of care recipients' rights and responsibilities.

The comprehensive, concise Charter provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

To learn more or to receive assistance to exercise your rights, please don't hesitate to call your coordinator at or discuss with an advocacy service – such as ARAS – on 1800 700 600.

Staff Training - June & July 2021

June 2021

Medehealth modules :Reportable Assaults; Aged Care Standards 4&5; Hand Hygiene; Influenza and Respiratory Infection Preparedness.

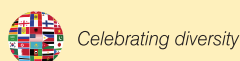
July 2021

Medehealth modules : Wellness & Reablement; Notifiable Data Breach; Workplace bullying; Aged Care Standard 6 Dementia training for all care staff – conducted by Dementia Australia.

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.stlouisagedcare.com.au



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

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