



**St Louis**  
Aged Care

## St Louis Newsletter

August/September 2021

### Nursing Home Update

Over the last month most of you will have had a conversation with either Jane or me to discuss continence hygiene management after a recent complaint was made to the Commission.

I would just like to reassure you all that our care staff act in a safe, respectful manner to all our residents. Incontinence is never an easy area to manage for anyone especially the incontinent person. Carers are always mindful of ensuring the residents feel safe and secure and any psychological impact is limited. They are the ones dealing with the residents on a day-to-day basis and know them well.

In saying that we also monitor our staff, ensure they are all trained in best practice and outcomes for the residents and respond to any issues immediately.

In this instance St Louis are working with the ACQSC to provide information to support our practices which are deemed by us to be safe and respectful. The resident's dignity is always maintained and the psychological impact of those who are non-communicative is monitored at each interaction.

### Covid -19 Lockdown

Thankyou everyone for your understanding during the latest lockdown. SA has managed the latest outbreak very well and we will see restrictions eased slowly.

- Staff are still only permitted to work at one aged care facility. Thankfully this hasn't impacted our staffing much at all.
- All staff will be vaccinated by the deadline of September 17th, 2021. The Government have opened more sites to make this possible now.
- Thankyou to those who have shown us your Flu and Covid vaccination certificates. No one can enter aged care facilities without proof of their 2021 flu vaccination. My personal prediction will be Covid will be the next requirement for all visitors to facilities.
- Only 2 visitors per day of immediate family members will be permitted for the next week at least.
- Visiting times will be 2.00pm-4.30pm unless other arrangements have been made.

**Sue Toner, Director of Care**

**Census** – Wendy will complete the Census for all residents at the Nursing Home on the Census on Tuesday 10/8/21

### Nursing Home Social Program News

It was lovely to welcome back our entertainers over the last couple of months, and residents have enjoyed the puppets and musicians. Sadly we are back to a quieter life at the moment – thanks to COVID again. Fortunately weather will soon be brightening up and we can enjoy some time outdoors again.

A number of residents have enjoyed getting their hands dirty recently, setting up planter boxes with edible and flowering plants – and are looking forward to enjoying the harvest. A huge thanks to Wendy!

**Anne Wicks, Nursing Home Social Programs**



I would like to take this opportunity to thank Wendy for her efforts while relieving Anne during her sick leave. Wendy has done an amazing job; the residents have enjoyed many activities and different things to do. If you get a chance have a look at the garden boxes outside the new wing, they are beautiful and the comment from one resident "that you have given me a reason to live now" had us all in tears. **Sue Toner**





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## About the Aged Care Quality Standards

### Standard 3: Personal Care and Clinical Care

Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

1. Is best practice; and
2. Is tailored to their needs; and
3. Optimizes their health and well-being.

#### Intent of this requirement

This requirement sets out the expectation that organizations do everything they can to provide safe and effective personal care and clinical care, that meets the needs, goals and preferences of the individual consumer and seeks the best possible outcomes for the consumer.

**Advocacy** – See the attached Advocacy flyer – OPAN is contracted by the Australian Government to provide free, independent and confidential advocacy service to older people using or planning to use Australian Government funded aged care services, their families and carers.



Please welcome Jane Lindsay who has recently joined the St Louis Social Programs team. Based at our Marryatville office Jane will be looking at options to increase social connectedness of our residents and has recently recommenced our resident meetings. These will be ongoing monthly. Jane is also

planning an Information Day for residents and family members. Invitations will be sent out soon, so please stay tuned.

### 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:

Sue Toner (Nursing Home Director of Care) or Jane Gartner (Clinical Nurse) on 08 8727 3344 OR

Complete the attached Feedback and Complaints Form and forward to: St Louis Nursing Home, 21 Foster St, PARKSIDE 5063.

## 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. A full copy of the Charter is attached for your reference.

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 Sue or Jane at St Louis Nursing Home or discuss with an advocacy service such as ARAS – on 1800 700 600.

## Staff Training - July & June 2021

**June 2021** – Tena Training/ Continece Training; Manual Handling Training and Medehealth Modules: Depression, Notifiable Data breach, Manual Handling, Recognising Restraint.

**July 2021** – All care staff completed Essential Skills in Personal Care for Aged Care Staff Medehealth Modules: Challenging Behaviours for Dementia; Challenging Behaviours for Non-Dementia; Absconding and Missing Persons.

## Call Bells & Waiting Times

**June 2021:** 10,636 calls  
Average response time: 3 minutes

**July 2021:** 11,343 calls  
Average response time: 4 minutes

### 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

### St Louis On Sea

20 Esplanade, Victor Harbor SA 5211 (08) 8332 0950

[www.stlouisagedcare.com.au](http://www.stlouisagedcare.com.au)



Celebrating diversity

### AGED RIGHTS ADVOCACY SERVICE (Inc)

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

### AGED CARE QUALITY AND SAFETY COMMISSION

1800 951 822 [www.agedcarequality.gov.au](http://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*