



Nursing Home news

St Louis has had solar panels fitted with a view to reducing power bills and creating a cleaner, greener footprint. We are also commencing redesign and renovation of The Club to create a coffee lounge for clients and their families to enjoy. Our transition to the state of the art German manufactured WIBO beds continues with intention of having 100% WIBO beds by the end of 2018. The roll out of smart TVs to all rooms also continues and again should be complete by the end of 2018.

All St Louis on Blyth units have now been licensed and we welcome Graham and Barry and Vivienne, new occupants who have already moved in.

Maris Naish, *Administrator*

These newsletters come around so quickly – I guess that means Christmas is fast approaching! The only good thing about that is that the weather will soon be warmer!

Many of you will know Helen Mehbrei, our Clinical Nurse at the nursing home. Helen has recently announced that she will be retiring at the beginning of September. Helen has been a huge support to me over the last 14 years and her expertise and care for people will be missed by all. We all wish Helen good health and every happiness for her retirement.

Most of you will have met Albi by now. Albi is the new addition to St Louis' dog family! He is a 12-week old chocolate toy poodle and has already settled into nursing home life with Ted and Bill. The only problem is the residents can't work out which end is which – he is just a big fluff ball!

Recently we received some feedback from a family who were here with their relative over several days. They spoke of the need for an area where families could enjoy a decent cup of coffee. I have discussed this with Maris and we have engaged Sue Harris from Bud Designs to transform The Club dining room into a coffee lounge for all to enjoy. Please keep your eye out for changes occurring soon.

We appreciate your tips and suggestions on how we can improve our services, so please feel free to complete the "we value your opinion" form as this will capture your suggestions and improve our services to residents and clients.

Sue Toner, *Care Manager*

Social Program

July has flown past and the winter weather has finally appeared. I hope you are keeping warm. It hasn't stopped us heading out on the bus trips, sometimes going to the foothills with warm rugs on our knees and stopping for a coffee along the way. Or parking on the esplanade to watch the waves crashing while sipping on cappuccinos or enjoying a packet of hot fries. One gentleman said in his 93 years it was the first time he had eaten take away food!

Our entertainers this month have been Sandy McMenamain a fantastic pianist and vocalist whom everybody thoroughly enjoyed. We also have a visit coming up from some Glenunga High School students, who are going to do a small concert then meet and greet with the residents.

The Crows and Port showdown is in round 20 and is always a fun day. Staff dress up and we have footy donuts and a footy inspired lunch of pies and chips. In the afternoon we have sport related activities, with friendly rivalry between supporters! **Go the Crows!**

Anne Wicks

Social Programs Coordinator, St Louis Nursing Home



Home care news

St Louis has welcomed a new Home Care Coordinator, Daryl Carson. Daryl has extensive aged care experience with ACH and Uniting Care Wesley.

Kim Redin and Lisa Sumner will be assisting Jude Dawson in bringing on new clients. Should you have any friends or family interested in Home Care options, please refer them to Jude.

Anthea Prime is joining us in the Home Care Admin Office and brings extensive experience in office administration and aged care.

A reminder to all Home Care staff and clients, that our site visit from the Australian Government Australian Aged Care Quality Agency are visiting our Dudley Road office on the 22nd and 23rd of August to undertake a quality review. They have scheduled time on the morning of the 22nd at 10.15 am to speak with our clients and their representatives - although I am sure they could accommodate clients at other times on the 22nd and 23rd should this not suit. We will be providing morning tea to those attendees at 10.15am. Please let your coordinator or Petrea in the office know if you are attending, to assist us with organising the catering.

This is an opportunity for clients, their families and representatives to provide feedback, both good and bad to the agency with a view to us improving our service to you.

Please don't hesitate to contact me with further queries.

Maris Naish, Administrator

Home Care News Adelaide

Winter is setting in and we are all feeling a little more like staying indoors with a blanket and a hot drink . . . That's until one of our popular bus trips comes up! We try and plan our bus trips around the weather as much as possible. Early in the month we hopped in the heated bus with some bickies and drove down to Outer Harbor and followed the coast along to West Beach with warm coffees on board to enjoy. The trip was successful and I think everyone was grateful they didn't need to get off the warm bus!

A coffee morning with a delicious treat was devoured at Pat-a-cake bakery in Duthy St. We had a table booked inside in but our clients requested to sit outside as the sun made a magical appearance just in time for our arrival.

The trip to the Migration Museum offered us a myriad of information about our ancestors and South Australia. We learnt a lot about the political and social changes of our state and it was definitely a destination worth visiting. For those who missed out, I will repeat it in the near future. Unfortunately our trip to the Marion Hotel for Jingles in July was cancelled due to a severe weather warning.

For those who haven't had the opportunity to enjoy our trips, I encourage you to give it a go. We have a number of people who were hesitant at first but now that they have taken the plunge and joined us, they are so happy they did.

Sarah Rankine, Social Programs Coordinator
Home Care – Adelaide

Hello Everyone, I am just wanting to advise that I have been given an amazing opportunity within the St Louis family. As some of you know, I am also a Registered Nurse Educator and as of the 26th of July I will be commencing a new role within St Louis Home Care 2 days a week teaching and credentialing staff in clinical care skills and professional practice. Denise Schoder will be taking my place as RN Home Care Coordinator and can be contacted at: denise@stlouisagedcare.com.au. Denise comes with a world of knowledge and experience that makes her a wonderful asset to the St Louis team. I look forward to seeing you all around at some point, **Danni Button**.

Home Care Account Payments

Account Payments will be moving to Direct Debit as a standard for account payment from September 2017. This is already in place at St Louis Nursing Home and has worked to streamline account payments and reduce administrative errors. We will continue to issue invoices and statements for your information and consideration in advance of direct debits being processed. This will allow time for you to review invoices and statements and make any necessary enquiries before debits are actioned. We will be sending Direct Debit forms and some explanatory notes, with your next account. If you any queries or concerns about using the direct debit to pay your account, please contact **Heather or Tracy on 8272 3344**.

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

Provider of Quality Aged Care since 1946

St Louis Nursing Home

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

St Louis On Blyth - Retirement Units Parkside

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

St Louis Home Care

Home Care Package Level 1-4 provider
Metropolitan Adelaide - Phone (08) 8332 0950
Victor Harbor - Phone (08) 8552 1481

St Louis Private Home Care (no waiting list)

In home support & services
Metropolitan Adelaide - Phone (08) 8332 0950
Victor Harbor - Phone (08) 8552 1481

AGED RIGHTS ADVOCACY SERVICE (Inc)

Telephone 8232 5377 -
email: aras@agedrights.asn.au

DEPARTMENT OF HEALTH

Aged Care Complaints Scheme
Telephone (free call) 1800 550 552



Commonwealth Department of Health
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