



**St Louis**  
Home Care

## Home Care News

April/May 2021

### Adelaide Home Care Social Programs



If you are looking for ways to meet new people and get out of the house, please consider our “Walk and Talk” sessions. We have been out and about enjoying the beautiful Autumn weather at the Botanic Gardens, stopping to enjoy the lily pond pictured above. We plan to continue our walks (weather permitting) during the colder months, and will ensure that we have suitable locations offering somewhere warm to shelter and enjoy a tea or coffee.

Our Art classes are also a great way to meet new people and a perfect opportunity to try something different. Sessions are held every 2nd Thursday at our Marryatville office and conducted by Alan, a qualified Art Therapist. Always a fun time and sandwiches to finish so no-one should go home hungry. You can come to one session, or every fortnight! Phone 8332 0950 to book your spot!

**Sarah Rankin, St Louis Adelaide**

### Staff Training - February & March 2021

Annual Refresher for Medication Training for VH Care Workers  
CIM Purchase Order Training for Co-ordinators and Administration.

Medehealth Modules for February and March were:

- Recognising Heat Stress
- Challenging Behaviours in Dementia Residents
- Diabetes In Aged Care
- Recognising Restraint
- Challenging Behaviours in Non-Dementia Residents

Coordinators attended online training for increased wellbeing through reducing clutter.

### Advocacy

We have attached a flyer to explain what Advocacy is and how it may help you. Please take a moment to read the information provided. You can access additional information and services by calling the National Aged Care Advocacy line on 1800 700 600 or by visiting the Older Persons Advocacy Network (OPAN) website on: [opan.com.au](http://opan.com.au). OPAN is contracted by the Australian Government to provide free, independent, and confidential advocacy services to older people using or planning to use Aust. Government funded aged care services, their families and carers.

### Equipment servicing and testing program

For the safety of all St Louis Home Care clients, it is important that assistive equipment, and furniture purchased with Home Care Package funds are in good condition and functioning correctly.

This provides a safe and comfortable environment for our valued clients and safe working conditions for staff. St Louis is currently organising the servicing of home care equipment including testing of electrical items such as beds and recliners.

The electrical test and tag program certifies electrical equipment for two years in a residential setting under the Australian Standards, therefore testing will not be required again for 24 months.

To further improve value for clients, St Louis is recruiting our own in-house maintenance staff, and training them in electrical testing and tagging in the future. This will keep the cost to your package as low as possible.

Please contact me (8332 0950) or your coordinator for more information.

**Maris Naish, Administrator**

### Social Virtual Networking

St Louis is excited to announce that we will be conducting the first Australian trial of Social Virtual Networking using the Care App platform. Care App is locally developed and supported.

Please see the enclosed flyer and call Sarah in Adelaide on 8332 0950 or Colette in Victor Harbor on 8552 1481 to register your interest!

### 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



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### Victor Harbor Home Care Social Programs

Hi, my name is Colette, and I am the new Lifestyle Coordinator in Victor Harbor. I have worked in the Aged Care Sector for 13 years as a carer and in recent years in Lifestyle. My focus is enabling social connections and togetherness to improve the wellbeing of my clients.

My first activity was hosting a High Tea at St Louis On Sea. We were treated to a delectable assortment of finger food, drinks and great conversation. I had a great time at Pennylane Patchwork – and was convinced by the group that I should give the sewing project a go. I am not a sewer, but as you can see by the photo, I managed to complete the project. We have spaces available if you wish to join us.

At Men’s Space, we cooked a bbq and enjoyed the lovely breeze and ocean sounds while we all got to know each other. Fishing, cars and travel were hot topics of conversation. I would love to see this group grow in numbers and would appreciate any ideas you have.

I understand that day trips out of the local area would be very well received. I am currently looking at options to service this request. I look forward to meeting you all in good time.

**Colette Durling, St Louis Victor Harbor**



High Tea at St Louis On Sea Pennylane Patchwork

Men’s Space

### Would you like some help cleaning up or clearing out?

If you would like to clear some of the clutter at your place but it seems overwhelmingly hard, please talk to your Coordinator and they may be able to recommend strategies to help. Our Coordinators work closely with experienced Care Workers and trades to organise oven cleans, spring cleans, gutter cleaning, gardening and maintenance - to name a few to alleviate the stress of organising or doing these things yourself.

Please speak to one of us and we can come out and lead you and your family in the right direction for all your care needs. **Justine Norton – Service Coordinator**



### About the Aged Care Quality Standards...

#### Cultural Safety – what does it mean?

Standard 1 of the Aged Care Quality Standards provides a foundation on which all standards are built. It is all about consumer dignity and choice and reflects 7 important concepts – Dignity and Respect; Identity, Culture and Diversity; Cultural Safety; Choice; Dignity of Risk; Information and Personal Privacy.

“Cultural Safety” is builds on Identity, Culture and Diversity – however is defined by the consumer’s experience of the care and services they are given by the provider and how able they feel to raise concerns. The key features of cultural safety are; understanding a consumer’s culture, acknowledging differences, and being actively aware and respectful of these differences in planning and delivering care and services. From Aged Care Quality and Safety Commission website – Standard 1 Consumer Dignity and Choice.

St Louis strives to deliver culturally safe care and services by working with our clients and their advocates, to ensure their cultural preferences and needs and choices are understood and used as the foundations for developing plans for care and services. St Louis aims to ensure that all clients are treated with dignity and respect at all times, that clients feel accepted and valued what-ever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation and that they are treated fairly and don’t experience discrimination. St Louis encourages clients and advocates / carers to contact us with feedback at any time to assist in the delivery of care and services that meet client needs and choices.

If you would like more information about the Aged Care Quality Standards, please go to:

<https://www.agedcarequality.gov.au/consumers/standards/resources>

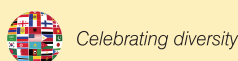
#### St Louis Home Care Adelaide Metro and Hills

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



#### 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*