



**St Louis**  
Home Care

## Home Care News

June /July 2022

### Dear St Louis Family

#### Very busy times at St Louis at the moment.

St Louis has obtained sites in Burnside and Port Lincoln to expand its St Louis On Sea model of home like care provision focussing on Dementia Care.

Completion of the Burnside project: named St Louis on Greenhill is scheduled for Spring 2023. Completion of the Port Lincoln project is scheduled for late 2024.

Thank you to the St Louis on Sea residents and families who participated in our NDIS audit. St Louis passed with no major or minor non-conformances and advice from the auditor is that St Louis was providing best practice care.

St Louis Nursing Home's new east wing comprising of extra large 26 square metre plus ensuite rooms is with council. Resident and family feedback has been overwhelming that these very large single rooms are strongly preferred. Completion is scheduled for mid-2023.

St Louis Home Care continues to grow, with all marketing wound down, other than my daughter Izzy's very successful radio ad (of course with her sidekick Deb), growth continues unabated with word of mouth referrals. St Louis is hiring new Physios/Occupational Therapists to join the team and also three new coordinators to ensure clients are well looked after.

Yet more reform for Home Care programs are underway with a final design of the new program combining Home Care Packages and CHSP- Commonwealth Home Support Program due July 2022.

St Louis continues its program to reduce carbon impact with the order of 6 new Toyota hybrid vehicles. The Hybrid RAV4 introduced earlier this year has proven to have miserly fuel consumption of 4L per 100km.

St Louis Nursing Home was awarded an additional accreditation period to September 2023, in part in recognition of our successful handling of covid outbreaks. I would like to thank families for their cooperation during outbreaks. We recognise the crucial importance of social contact and have always endeavoured to allow safe social visitation.

Do not hesitate to contact me with queries.

**Maris Naish, CEO**



### St Louis on Sea – Crafty Creations

Our respite facility, St Louis on Sea at Victor Harbor, holds a Crafty Creations Group each week on Wednesday and Thursday afternoons which is run by our lovely Joanne Heithersay-Jones. Our respite day clients and permanent residents are enjoying getting their craft on, so we thought we share some of our latest artwork with you.



### Staff and Covid

We'd like to take the opportunity to thank you for your cooperation and understanding as we work to accommodate all shifts while people are away on sick leave due to covid. While this can be a difficult time for you as this changes regular shifts and staff, we hope you are enjoying the opportunity to meet some of other staff while people are unable to work.

While on the topic of flu; a reminder for everyone, clients and staff, to get flu shots – **they are now free in SA**. An additional Winter Booster dose of the Covid vaccine is also available and recommended for other people at increased risk of severe illness, to be given 4 months after the first booster does.

### Staff Roles

St Louis would like to let you know that we have advertised for carers to join our team who can work specifically over weekends and evenings/ afternoons to help support you during these times.

### Tips for Winter

The cold weather is now upon us. We wish to remind you to make sure your home is warm enough and ensure that your main living areas are at least 21 degrees. Check that your heating system is all in working order and does not require maintenance. Please ensure that you also have warm bedding and nightwear for the cold nights. Gutters are also recommended to be cleaned prior to the Winter season. Please contact our office if you require assistance in this area.



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### Victor Harbor Home Care Social Programs

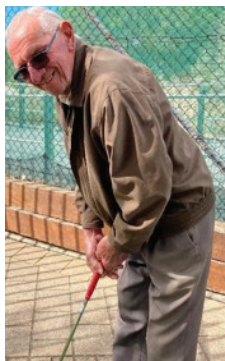
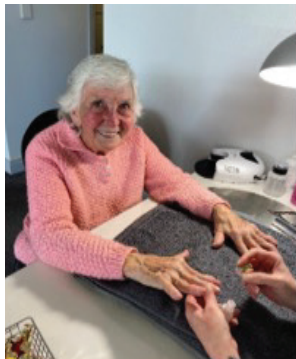
Pamper time has been well received with each session booking out quickly. You can enjoy either a manicure or pedicure, followed by morning tea. This will be offered monthly so keep an eye out on the next Social Program Calendar.

Some of our clients recently enjoyed a round of Mini Golf and thoroughly enjoyed the experience asking to play again once Winter is over. It was great to hear clients reminiscing about the last time they played golf and to see their competitive side appear.

As always, our social lunches are popular and it's great to welcome new clients to the table, and see new friendships develop.

If you see an activity on the calendar you are interested in attending but may feel a little nervous as you have not attended one before, please call Colette on 8552 1481 for a chat and Colette will organise a home visit first so you get to know each other.

*Colette, Social Coordinator, Victor*



*I look forward to seeing you at one our Social Activities soon.*

### About the Aged Care Quality Standards

#### **Standard 6: Feedback and Complaints**

This Standard refers to the requirement of how organisations must recognise that consumers have the right to raise concerns and make complaints about the care and services they receive from the organisation. The organisation is expected to demonstrate that they encourage and support consumers and their representatives to provide feedback or complain about the care and services they receive. This is based on consumers' trust and confidence that there won't be negative consequences if they raise concerns or complain. It is expected consumers are made aware of and supported to access alternative, external complaints handling options, including the role of the Aged Care Quality and Safety Commissioner.

St Louis regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

The Intent of this requirement: For the consumer and their families to feel safe and encouraged and supported to give feedback and make complaints. The consumer to be engaged in processes to address their feedback and complaints, and appropriate action is taken.

#### **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:

Caitlin Watson (Community Client Service Manger) – or your Coordinator.

#### **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)



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