



**St Louis**  
Aged Care

## St Louis Newsletter

November/December 2020

### Visiting at St Louis

You may be aware that we have recently implemented some changes to visiting arrangements:

- Bookings are no longer necessary
- Residents can have 1 visit/day of 1 or 2 visitors for a maximum of 1 hour.
- Visiting times are 2.00pm-4.30pm Monday to Saturday. No visitors on Sunday.
- Exceptions to the above will be given as deemed appropriate. Please speak to Jane or me.
- Visitors must go directly to the resident's room or out to the courtyard, and out the same way. Visitors are not permitted to walk around the home or be in any common areas including the coffee lounge. If you need to speak to staff, please ring the call bell and wait in the resident's room
- Visitors are not to visit other residents while they are here
- Interstate visitors MUST wear a mask for the entire visit
- Visitors wanting to be closer than 1.5 meters to a resident must wear a mask.
- Visitors to provide their own masks

Restrictions on visiting times are necessary due to the requirement to screen all visitors and the additional staffing needed to do this. Please respect staff if they refuse you entry out of these times or if the resident has already had a visit on that day. I do suggest that you plan with other likely visitors to avoid double-up of visits and someone being denied entry. Our focus is to keep your loved one safe and adhere to the Aged Care Guidelines during this difficult time.

I thank you for your ongoing support and ask you to contact me if you are interested in volunteering to assist with the screening process, we would be very appreciative of the help.

**Sue Toner, Director**

*“ I love being here. Thank-you everybody for your caring, kindness and assistance. There is something (at St Louis) for everybody.”*

*Quote from Barbara (resident)*

### Meet our new members of the St Louis family



Introducing **Lorraine** our new hairdresser, working her magic Tuesdays and Fridays at the Nursing Home. Please contact Anne, Admin or RN to make appointments.



**Jane Gartner** has joined the St Louis Team as Clinical Nurse – coming to St Louis with a wealth of experience in aged care and has very quickly become a highly valued member of the Team.

*This photo was taken on Melbourne Cup day at work – where staff and residents were getting into the spirit of cup day.*

### New wing opened at St Louis Nursing Home

The new south east wing extensions to St Louis Nursing Home has opened! The wing provides four new extra-large single rooms and a lovely bright shared sitting/TV room. All rooms are north facing so are light and bright and will have a very pleasant outlook onto a raised bed and access to a garden with established trees and seating. Work on the garden is still to be completed, but all rooms are occupied and residents have settled in well.





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From all of us at St Louis we wish you a very  
**Merry Christmas and a Happy New Year. Stay safe  
and enjoy the time with your loved ones.**

### Christmas

St Louis is planning to make Christmas in the home as festive as possible, but sadly COVID 19 means that our Carols Night will not be happening in 2020. We will also not be able to make bookings here for family lunches at the home. You can make arrangements to take your loved ones out of the home for Christmas lunch or dinner – however if you are thinking of this, I would advise planning now especially if you require Access Cabs etc as these regularly book out in advance.

### 'Person Centered Care' software implementation

#### Have you noticed staff using "mobile phones" on duty?

Please don't hold this against them! St Louis has introduced a new record keeping system called **Person Centered Care** – to keep electronic records of all interactions and details of care for each resident. The data is entered into the phone/device and is available to other care staff in real time. This makes it much more efficient capturing and recording information which assists staff and residents alike. All care and nursing staff have been trained in the use of the software, and while it is taking a bit of getting used to, most report that it is very practical – and it's good to have less paperwork! We are working on integrating this system with our internal phone and nurse call system so that staff will be able to use the one device for record keeping and internal communication.

**A Reminder:** St Louis is a non-smoking facility - which applies to residents, staff and visitors alike.

**Sue Toner, Director**

#### 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*

### Training at SLNH:

The following training has been completed since July 2020:

**Person Centered Care Software** – all Care and Nursing staff

**Emergency Coordination** – RNs

**Emergency and Evacuation training** – all staff; Evacuation exercise conducted in November

**Dementia Essentials with Dementia Australia** – 4 RNs attended.

**Improving Nutrition** – Sue Toner

**Clinical Governance** – Sue Toner

**Donning and Doffing PPE** – all staff

**Understanding COVID 19 for Aged Care Workers** – all staff and contractors – requirement that this be updated two monthly.

**Pain-Check** – All RNs and ENs

**Chemicals and cleaning re COVID 19** – all cleaning staff.

#### Medihealth modules

(on line training for all staff):

- Customer Service
- Infection Control COVID 19
- Elder Abuse
- Texture Modified Diets
- Reportable Assaults
- All 8 Aged Care Standards

### Call Bells and Waiting Times

**August 2020:** 11,603 call bells;  
Average waiting time: 3 minutes

**September 2020:** 12,104 call bells;  
Average waiting time: 3 minutes

**October 2020:** 13,187 call bells;  
Average waiting 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 (08) 8332 0950

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

#### AGED RIGHTS ADVOCACY SERVICE (Inc)

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