



St Louis
Aged Care

St Louis Newsletter

April/May 2021

Nursing Home Social Program News

We have been taking advantage of the nice weather and had a BBQ lunch at McLaren Vale. The group enjoyed the drive and the smell of the BBQ as it cooked. Thanks to John who supervised the cooking and helped me undo the lid on the beetroot jar!

The activities have been focusing on Easter and we have a free raffle for residents and plenty of activities, including making Easter bonnets, Egg hunt and more.

I hope you all had a very happy and safe Easter . . . enjoy your chocolates!

Anne Wicks, Nursing Home Social Programs



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.

Nursing Home Update

Hello again everyone. I can't believe Easter has come and gone already! I hope you all had a safe and happy time enjoying the beautiful weather with your families.

COVID-19 Vaccine – We are still unsure when our residents will be getting their vaccines, but as soon as we do know, we will let you know. The clinics are now running for the general community. Please consider having the vaccine asap to help us keep your loved ones safe.

Flu Vaccine – A reminder also that everyone must have had a flu vaccination by the 1st of June to be able to enter residential facilities. You will need to provide a certificate of proof after you have had the vaccination. *All staff have had their flu vaccination for this year.*

Visiting Hours

A reminder also that our visiting times continue to be between **2.00pm-4.30pm Monday to Saturday. No visitors on Sundays** please unless pre-arrange. We would appreciate your compliance with the visiting times. This is purely to minimise the disruption to resident care when staff must book people in at odd times. Obviously, we are certainly flexible but need to have notice so staff can be available.

Sue Toner, Director of Care

Call Bells & Waiting Times

February 2021: 10,882 calls
Average response time: 3 minutes

March 2021: 12,157 calls
Average response time: 3 minutes

Staff Training - February & March 2021

All staff have attended to the following training:

February 2021

Chemical Safety and Handling, Preventing Falls, Person Centred Care – via Mede Health online training.

March 2021

Bullying, Workplace Diversity, Workplace Health and Safety (WHS/OHS) – via Mede Health online training; COVID 19 Refresher – SA Department of Health; Serious Incident Response Scheme training with Preventing Harm Initiative.



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Changes resulting from the Royal Commission... SERIOUS INCIDENT RESPONSE SCHEME(SIRS)

The Serious Incident Response Scheme (SIRS) comes into effect from 1/4/2021, as a new initiative from the Aged Care Quality and Safety Commission to help prevent and reduce incidents of abuse and neglect in residential aged care services subsidised by the Australian Government.

SIRS established new obligations for approved providers of residential care to manage and take reasonable action to prevent incidents, with a focus on the safety, health, wellbeing and quality of life of aged care consumers.

SIRS requires providers to report a broader range of incidents to the Commission than under previous arrangements, and within set timeframes including priority 1 incidents reported within 24 hours. The Commission will have the power to take proportionate regulatory action where a provider is found to be non-compliant with their legal responsibilities and particularly where there are risks to the safety and wellbeing of residents.

If you would like more in-depth information about this scheme, please go to: <https://www.agedcarequality.gov.au/consumers/serious-incident-response-scheme>

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.

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



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 built 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 whatever 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 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



Celebrating diversity

AGED RIGHTS ADVOCACY SERVICE (Inc)

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

AGED CARE QUALITY AND SAFETY COMMISSION

1800 951 822 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