



St Louis
Aged Care

St Louis Newsletter

August /September 2022

Dear St Louis Family

In early August, St Louis received NDIS Provider Registration for our St Louis Homes model, with no non-conformances-major or minor, which is quite an achievement. This is a significant step along the path to St Louis extending our group homes model offering accommodation and services to people living with dementia, as we are currently doing at St Louis on Sea at our Victor Harbor beachfront location.

Three additional sites for St Louis Homes have been secured to extend the St Louis on Sea model of luxury, 8 bed homes in beautiful surroundings. Two sites are in Adelaide and one in regional SA. The Burnside site development application is currently with Council for approval.

For an overview of the type of accommodation and services being developed at these new locations, please see the St Louis on Sea page on our website:
<https://www.stlouisagedcare.com.au/st-louis-on-sea/>.

We have already received several expressions of interest, so please contact the office to register your interest as soon as possible and we can keep you informed of development and opportunities.



Architect's drawings of the Burnside Site

In other news about the Aged Care sector, you may have noted the first legislation to pass the new Parliament was the Aged Care and Other Legislation Amendment (Royal Commission Response) Bill 2022 on 2 August 2022. Further legislation before the house of Representatives includes The Aged Care Amendment (Implementing Care Reform) Bill 2022, which we are following with interest.

Funding in Aged Care has been increased by only 1.7% in July 22 – despite significantly higher than expected inflation and the on-going pressures of industry wide staff shortages, significantly increased costs associated with COVID, compulsory Superannuation increased to 10.5% and wage increased by 4.6%. As I stated in my letter, sent to all Nursing Home residents and families on 1/8/2022, St Louis remains firmly committed to maintaining the high staffing ratios and care standards we are known for and has not reduced staffing despite cost increases and declining real funding. St Louis has for some years met the Aged Care Royal Commission's recommended care requirements of 24/7 RNs and 200 care minutes per resident per day.

St Louis Nursing Home will soon commence work on a 10 bed East wing extension. This wing, based on resident and family feedback, will feature palatial 30 square meter rooms with ensuites, very similar to the 4 -bed wing completed in 2020. Further work to improve the front garden area to 17 and 19 Foster St, with input from residents and the community will also be undertaken to offer a relaxing and tranquil place for residents and families to enjoy time together.

Maris Naish, CEO

Comments and Complaints:

If you have any concerns or requests in regard 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 8272 3344

OR Complete a Feedback and Complaints Form which can be found in the brochures area of the Nursing Home and forward to:

St Louis Nursing Home, 21 Foster Street, PARKSIDE SA 5063.

Call Bells & Waiting Times

June 2022:

Average response time: 4 minutes

July 2022:

Average response time: 3 minutes

Staff Training June & July 2022

June 2022:

Notifiable data breach, Recognizing restraints, Depression

July 2022:

Challenging behaviours for Dementia, Challenging behaviours for Non-Dementia, Absconding and missing person



St Louis
Aged Care

St Louis Newsletter

August /September 2022

Nursing Home Social Program News

It's been cold, so we decided to rug up for winter with a good cause. Staff and residents bought and wore our "Fight MND" beanies with pride. Maris even agreed to the "Big Freeze" challenge to help out. He got more than he bargained for, but all our residents loved the show. Large quantities of ice water were thrown over him in front of a very excited crowd. We are lucky the boss is such a good sport. After just two days of fundraising, we raised a total of \$1646, an excellent effort by all. Thank you to the family members that chipped in. The residents are still wearing their beanies.

Two of our residents were entered into the Centenarian Project. This project introduced young artists to the centenarians, and they came together several times during the period of the project to get to know each other and enjoy inter-generational friendships. The residents involved loved the experience and strong friendships have been formed. The residents went along to the exhibition to see their portraits and were treated like royalty.

We have been still getting out and about on the bus. We have been very prepared with warm clothes, lots of blankets, and we have had some fun. One of the highlights was our trip to Newman's Nursery. After a hot drink and some lunch, we wandered around, picking out the new plants for our resident garden pods. There was lots of ideas, discussions, and planning, but eventually all agreed and all looking forward to the planting when we got back. The plants were held like newborn babies the whole way home. The residents are happy with their choices and still enjoying being outside gardening together most days. **Wendy, Nursing Home Social Programs**



About the Aged Care Quality Standards - **Standard 7**

Standard 7 requires the organisation to have a workforce that is sufficient, skilled and qualified to provide safe, respectful and quality care and services which meet the Quality Standards. Both Management and Staff have a critical role to play. There are four key aspects of this standard:

1. Sufficiency of the workforce – organisations are expected to have enough skilled and qualified staff to meet consumers' needs.
2. Attributes, attitude, and performance of the workforce – the workforce needs to have the right skills, qualifications, and knowledge to be able to do their job, communicate effectively and build positive relationships with consumers.
3. Organisational support for the workforce – organisations should provide the workforce with the time and tools needed to deliver quality care to consumers, while maintaining the health and safety of their workforce. This includes delivery of training as required.
4. Assessment, monitoring, and review – the organisation needs to regularly assess, monitor and review its workforce through an effective human resources system.

St Louis has a long history of attracting and retaining staff, this means our residents/clients and staff get to know each other which contributes significantly to continuity and quality of care. Many of our staff have been with us for over 10 years which is unusual in Aged Care. St Louis provides regular ongoing training to all staff as you will see reported in this newsletter, along with regular staff reviews which focus on performance, skill and career development. Feedback from clients also informs training plans along with staff requests and legislative requirements.

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*