



St Louis
Aged Care

St Louis Newsletter

December 2021/January 2022

Nursing Home Update

Well, this year has rapidly come to an end. I'm not sure if I should say thank goodness or not!

Covid has kept us all on our toes once again. It has been a full-time job reading and deciphering the many emails we receive each day. Thank you to all of you for your compliance and support with all aspects of keeping our residents safe. Unfortunately, this will be on going into 2022.

Please ensure you have the consent forms for the booster vaccination back to Ken and Jane as soon as possible. We are expecting PHN to be arranging a visit any day now.

One last thing on Covid is to remind you all that from the 6th December that anyone over 12 years of age who visits the home must be double vaccinated against Covid and have also had the 2021 flu vaccination. This is mandated by the Department of Health. Please speak to your extended friends and family about this.

Due to the uncertainty with COVID management have made the decision to refrain from large social gatherings. St Louis has had in the past a carols evening that was always very popular this was cancelled the last 2 years and won't happen again this year. We will still have the residents Christmas Dinner and other internal celebrations but will not have family attending these.

If you are taking your relative out for Christmas day, could you ring and inform Toula or Heather with an approximate pick up and return time. This will enable me to arrange staff on the day, so all residents are ready for families to collect.

Sue Toner, Director of Care

Merry Christmas

On behalf of all of us at St Louis I would like to wish you all a Merry Christmas AND A SAFE AND HAPPY New Year.



Look who came to visit! A sneaky Blue Tongue Lizard was found inside the Nursing Home and wrangled and beautifully handled by Wendy.



About the Aged Care Quality Standards

Standard 5: Organisation's service environment.

This standard refers to the physical environment the organisation provides for residential care, respite care and day therapy centres. The standard requires that the environment – including the design, accessibility and layout of the building and the furniture and equipment - meet the consumer's needs, is clean, comfortable, safe and secure, welcoming and well maintained.

The Intent of this requirement: This standard is about creating a service environment that is well designed and welcoming for all consumers and encourages a sense of belonging and provides a safe space for consumers to be themselves.

St Louis Nursing Home provides a homelike environment, that is safe, secure and where all are made welcome by our lovely staff. To keep our residents safe we do regular fire safety tests, alarm drills, testing and tagging of electrical equipment and servicing of beds, lifters, wheel chairs, trolleys, and nursing equipment. Residents are also encouraged to make their room their own by bringing in small items from home.

Call Bells & Waiting Times

October 2021: 10,996 calls
Average response time: 3 minutes
November 2021: 9,899 calls
Average response time: 3 minutes

Staff Training - October & November 2021

Medehealth:

October 2021

Reportable Assaults, Elder Abuse

November 2021

Fire Safety and Emergency Response, Manual Handling, Aged Care Standards 5.

Other Trainings:

October 2021

COVID 19 Infection Control Training

November 2021

PHI Defensible documentation for all RNs



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Nursing Home Social Program News

We have been enjoying getting out and about over the last couple of months as restrictions have eased and the weather has improved (a little).

Our bus trippers enjoyed a lovely day at the George Wildlife Park recently and have been busy making Christmas decorations (proudly hanging on our tree) and wrapping paper. After the recent success (and fun) of our painting project, residents have suggested a similar project with the results to be auctioned and proceeds donated to Dementia Australia. We will be sending details of this out to you all in coming months.

It is good to be able to inform you that we now have a priest who is able to come in and provide Communion, please don't hesitate to contact me to arrange a visit if this is something that you or a loved one would like to participate in.

Christmas decorations are up at the Nursing Home and resident activities are taking a festive direction, so preparations for Christmas are in full swing.

If you are planning to take a loved one out for Christmas or New Year celebrations, please don't overlook booking an access taxi if this is required. These services are in high demand at these busy times and timely booking is essential to avoid disappointment.

Please enjoy our photos taken on the George Wildlife Park trip.

Wishing you all a very happy and safe Christmas and New Year!

Wendy, Nursing Home Social Programs



Your feedback is important

We encourage you to talk to us about the services we provide. Your feedback helps us to understand your needs, respond to your preferences and support you to achieve your goals.

St Louis takes a positive approach to feedback. Every comment, compliment, suggestion and complaint we receive presents an opportunity for us to review the service we offer. Complaints will be acknowledged. We are committed to resolving complaints by applying the principles of open disclosure.

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.



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*