



**St Louis**  
Aged Care

## St Louis Newsletter

June/July 2021

### Changing faces at St Louis Nursing Home

#### June is moving on...



After 16 years of dedicated service our lovely Ancillary Coordinator, June, has decided it is time for a change. On 25th June she will leave St Louis to devote more time to friends, family, good shows and books and all creatures great and small at the RSPCA!

June will be greatly missed at St Louis by residents and staff alike, but we would like to take the opportunity to thank her for her generosity of spirit and tireless efforts over the last 16 years and wish her every possible happiness in her future adventures.

### Welcoming the wonderful Wendy to Social Programs!



You may have noticed that Wendy is wearing her purple shirt more often! Wendy is filling in for Anne in Social Programs, while Anne is on extended leave. If you are visiting, please take a moment to say "hi" and if you have any ideas for activities that may be well received by those you know and love, please let Wendy know.



*Enjoying time outside*

### Advanced Care Directive

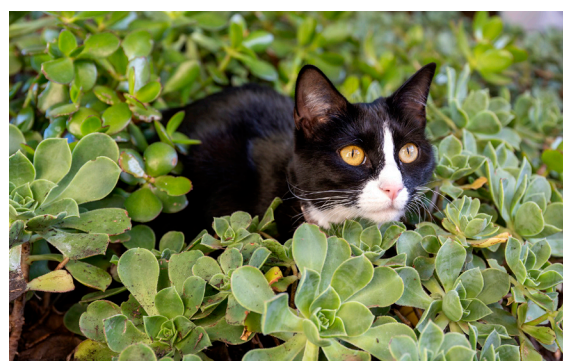
#### What is Advanced Care Directive form and why should I complete one?

This is a form that allows you to formally inform others what your wishes are for future health care, end of life, living arrangements, and personal matters. It replaces the Medical Power of Attorney, Enduring Power of Guardianship and Anticipatory Direction with a single form. It gives you the power to let others know what is important to you, and how you want to be treated if and when you cannot communicate or speak for yourself.

All the information you need to know can be found at The Advanced Care Directives SA website. The information on this website is invaluable and can be read in different languages. You can download a DIY Kit and start the conversation with your family and those near and dear to you.

#### NEW Language Translator on the St Louis website

We are pleased to announce that we have improved the St Louis website to include a language translator. This will allow people to read the information on the website in the language of their choice. We have included a wide selection of language you may choose, but if there is one that we have missed please let us know by calling 8332 0950 and asking to speak to Dani McKenna.



*Our cheeky Percy having fun in the garden*





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## About the Aged Care Quality Standards

### Standard 2: Ongoing assessment and planning with consumers.

#### Consumer outcome:

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being".: - Agedcarequality.gov.au

#### What does this mean at St Louis Nursing Home:

As you are welcomed into our nursing home, one of our highly qualified Registered Nurses will sit down with you to listen to what is important to you. Together we will work with you to create a plan of support that you choose, and that helps meet your unique physical, mental and emotional needs. The support and care you will receive at St Louis are underpinned by our core values of Dignity, Respect, Fairness and Choice.



Our residents enjoying a drink and chat in the courtyard

### 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.

Dear St Louis Clients

Please see attached correspondence from myself regarding St Louis achievements and Strategic Planning. St Louis hosted the Aged Care Quality and Safety Commission on the 12th of April to assess our improvements regarding brokered services. They found our service to be compliant.

As per the attached letter, I would like to take this opportunity to encourage all members of the immediate and wider St Louis community to have the COVID vaccine as soon as possible. If you do have any concerns, I would encourage you to discuss them with your GP so that you can make an informed decision. Certainly the vast majority of medical experts agree the benefits of being vaccinated greatly outweigh the risks.

Please do not hesitate to contact me with queries on 8272 3344.

Regards, **Maris Naish, CEO**

### Call Bells & Waiting Times

**April 2021:** 11,712 calls

Average response time: 4 minutes

**May 2021:** 11,422 calls

Average response time: 4 minutes

### Staff Training - April & May 2021

- RNs attended Palliative Care training and all staff attended Dementia Training.
- Dental Care training attended by selected care staff.
- Ali Jane and Ken completed Palliative Care Workshop.
- Medhealth Modules completed by all staff –
  - Serious Incident Response
  - Texture Modified Foods
  - Infection Prevention and Control
  - Basic Food Handling and Safety
  - Coronavirus Influenza and Respiratory Infection Preparedness 2021
  - LGBTI Awareness
- RNs completed Drug Calculations training.

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



Celebrating diversity

#### 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)

**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*