



St Louis
Aged Care

St Louis Newsletter

June / July 2022

Dear St Louis Family

Very busy times at St Louis at the moment.

St Louis has obtained sites in Burnside and Port Lincoln to expand its St Louis On Sea model of home like care provision focussing on Dementia Care.

Completion of the Burnside project: named St Louis on Greenhill is scheduled for Spring 2023. Completion of the Port Lincoln project is scheduled for late 2024.

Thank you to the St Louis on Sea residents and families who participated in our NDIS audit. St Louis passed with no major or minor non-conformances and advice from the auditor is that St Louis was providing best practice care.

St Louis Nursing Home's new east wing comprising of extra large 26 square metre plus ensuite rooms is with council. Resident and family feedback has been overwhelming that these very large single rooms are strongly preferred. Completion is scheduled for mid-2023.

St Louis Home Care continues to grow, with all marketing wound down, other than my daughter Izzy's very successful radio ad (of course with her sidekick Deb), growth continues unabated with word of mouth referrals. St Louis is hiring new Physios/Occupational Therapists to join the team and also three new coordinators to ensure clients are well looked after.

Yet more reform for Home Care programs are underway with a final design of the new program combining Home Care Packages and CHSP- Commonwealth Home Support Program due July 2022.

St Louis continues its program to reduce carbon impact with the order of 6 new Toyota hybrid vehicles. The Hybrid RAV4 introduced earlier this year has proven to have miserly fuel consumption of 4L per 100km.

St Louis Nursing Home was awarded an additional accreditation period to September 2023, in part in recognition of our successful handling of covid outbreaks. I would like to thank families for their cooperation during outbreaks. We recognise the crucial importance of social contact and have always endeavoured to allow safe social visitation.

Do not hesitate to contact me with queries.

Maris Naish, CEO



About the Aged Care Quality Standards

Standard 6: Feedback and Complaints

This Standard refers to the requirement of how organisations must recognise that consumers have the right to raise concerns and make complaints about the care and services they receive from the organisation. The organisation is expected to demonstrate that they encourage and support consumers and their representatives to provide feedback or complain about the care and services they receive. This is based on consumers' trust and confidence that there won't be negative consequences if they raise concerns or complain. It is expected consumers are made aware of and supported to access alternative, external complaints handling options, including the role of the Aged Care Quality and Safety Commissioner.

St Louis regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

The Intent of this requirement: For the consumer and their families to feel safe and encouraged and supported to give feedback and make complaints. The consumer to be engaged in processes to address their feedback and complaints, and appropriate action is taken.





St Louis
Aged Care

St Louis Newsletter

June /July 2022

Nursing Home Social Program News

We had great fun at Easter making baskets and having Easter egg hunts. Lots of chocolate was enjoyed by all! The children from St Raphael's School, Parkside, have been writing to the residents, and painted us some wonderful placemats to use for our Easter Sunday lunch. The students also painted some beautiful Easter scenes which were on display for the residents to enjoy over the Easter weekend. Thank you cards were made by the residents for the children and the relationships between the nursing home and the school are being enjoyed by all.

The residents are enjoying being back out on the bus again after the lockdown. The Big Rocking Horse at Gumeracha was a highlight. The residents loved the country drive and we enjoyed having a lunch outside on the way, while watching the animals. Two of our residents were even brave enough to climb the giant horse. We have also had fun at Belair National Park and a delicious lunch in Bonython Park.

The residents have also been working on a mosaic bench seat for the courtyard. The design has been finalised and the colours picked. It was a very therapeutic afternoon for them when they got to smash up some tiles with a hammer and chisel. Don't worry, we all wore safety goggles and were under strict supervision. No fingers were lost! We are looking forward to seeing the finished result.

Our competitive side has been coming out recently; we have joined a program in which we compete against other nursing homes in virtual online games. Every month we compete in a group Quiz and a "Wheel of Fortune" game. It is with up to 50 other nursing homes, and as it is done by Zoom. We can see the people we are competing against, as well as ourselves. The welcome and hello at the beginning when we connect is always a very exciting and happy start to the day. Both the games are great fun and we are getting better and better at them. **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 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

December 2021 - May 2022:

Average response time: 3 minutes

Staff Training December 2021 – June 2022

March 2022: Covid Refresher Training

April 2022: Medication Management Training for all RNs, PHI Personal Care Guide Training for all Personal Carers

June 2022: Covid Refresher Training

All staff complete ongoing Medehealth training every month

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*