



St Louis
Aged Care

St Louis Newsletter

March / April 2023

CEO News

We have had a busy start to 2023 – does not look like slowing down anytime soon!

Here at St Louis, we are continuing our renewable energy campaign, taking delivery of three new Toyota Corolla hybrid vehicles in December for use in providing services to our Home Care clients. Three new Toyota RAV 4 hybrids are also due to arrive March 2023. These will replace our older vehicles. St Louis intends to transition to all plug in EV/hybrids and pure EVs from 2025.

We have also had additional solar panels and Tesla batteries installed at both St Louis Nursing Home and St Louis on Sea. Our first bill in Summer heat for St Louis on Sea was in credit which was great news for residents, the environment and shareholders! I highly recommend Class A Solar who do all our installs.

St Louis was recognised in a recent article in the Adelaide Advertiser as having the 3rd best meal survey results in SA. This was part of the national "Resident Experience Survey" commissioned by the Department of Health for star ratings of 100% of nursing homes in Australia and is due to be done again in March this year. Well done to Anthony Bruce and his loyal team in the kitchen.

Please be aware of the new Aged Care Code of Conduct was introduced 1st December 2022. All St Louis staff have received training regarding this. A copy of the code is attached to this newsletter.

In other changes in Aged Care, the Serious Incident Response Scheme (SIRS), has been extended to include Home Care from December 2022. Further information is also attached.

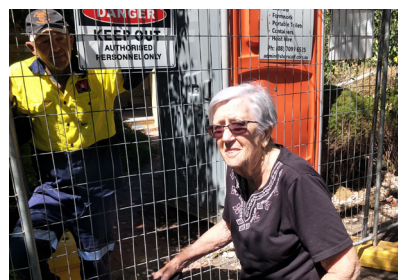
Building at St Louis

St Louis Nursing Home building works have finally commenced with demolition of the house at 17 Foster Street. A 10 bed wing will be constructed adjoining the existing home with expected completion in November 2023. At present, this is a dusty and noisy process and I extend my apologies for any inconvenience and disruption during this difficult stage of the build process. This was discussed at today's resident's meeting where I raised the emergency procedures, and the

noise and disruption. The overall feedback was that residents enjoyed watching the work. Heavy Hydraulic hammering should cease today with removal of the old slab. Also at the resident's meeting today I stressed to the residents should they experience any discomfort from noise or vibration to immediately bring this to the attention of staff including myself or Jane Gartner and we will address their concerns.

The St Louis Homes model (as per St Louis on Sea in Victor Harbor) is expanding with Council approval granted for "St Louis on Greenhill" in Burnside with expected completion in June 2025, and "St Louis on the Coast" on the Esplanade in Aldinga due to commence construction in May 2023 with expected completion in May 2024. These homes will be focused on caring for those living with younger onset dementia, offering accommodation for up to 8 residents in each home. We already have strong interest and a wait list for both homes. If you know of anyone who would be interested in being added to the wait lists for either home, please contact 8272 3344 to leave their contact details.

Maris Naish, CEO



Builders and residents are always happy for a chat when we pass on our morning walks!

Training at St Louis Nursing Home

All Nursing Home staff completed Code of Conduct training and SIR (Serious Incident Response) training with Preventing Harm Initiative in December 2022.

All staff also completed the following Medehealth modules

Between Aug 22 and Feb 23: Aged Care Standards 1-8; Reportable Assaults; Elder Abuse; Fire Safety and Emergency; Manual Handling; Customer Service Introduction; Customer Service -Upset Family; Consumer Directed Care; Sleep; Chemical Safety; Preventing Falls; Person Centred Care.

Call Bells & Waiting Times

Average of 12,225 call bells per month from Aug – Feb inclusive with an average wait time of 3.14 mins

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:

Jane Gartner (Nursing Home Manager)
T (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



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St Louis Food rated amongst top 3 in the state

The Australian Government has recently released the results of data collected from residents regarding their satisfaction with the food provided by Nursing Homes in Australia. At least 10 per cent of residents from each home were asked "Do you like the food here?" Overall the views of 20 per cent of all residents in aged care were surveyed.

St Louis is pleased to have been named as in the top 3 rated homes in SA, coming in with a score of 3.54 just behind Wakefield Aged Care Service in Riverton with a score of 3.83 and Regis Marleston with a score of 3.56. Hearty congratulations to our hard working kitchen team of Ant, Raman, Louise, Sharuk, Rosie, Gloria.

Anthony our Head Cook, regularly surveys residents and strives to provide tasty home style food to accommodate individual preferences in addition to a wide variety of dietary requirements. Soon to be undertaken expansion of the kitchen will improve access for staff and give the kitchen the space to cater for increased numbers as our extension comes on-line.



Anthony and Louise in the kitchen

Client Experience Survey – 8th March 2023

A separate email has been sent with full details of this important survey. Family members may be contacted by the company contracted by the Federal Government to conduct the survey inviting you to provide feedback. Participants are selected at random by the survey company. The results of this survey contribute to the "star rating" for the home along with staffing levels and compliance. We hope you will take the opportunity to give your feedback. Please contact Admin on 8272 3344 if you have not received the information.

Social Program News



We have had an interesting time over the last couple of months. We have a new hairdresser on deck, as Lorraine is on maternity leave. Charles had big shoes to fill, but has proven to be excellent at what he does and all residents seem to be very

happy with the magic he has managed with their hair. We welcome him as one of the team.

We are finding the building works to be fascinating and the builders are always happy for a chat when we pass on our morning walks! A lot of the residents are taking themselves to the new lounge to watch the progress.

We haven't had many bus trips recently due to high temperatures or rain. But did really enjoy a trip to Inglewood Inn where we enjoyed a lovely lunch.

We are still working on the mosaic bench. It is starting to take form and we are all enjoying the process of smashing stuff.

Morning walks are still popular when weather permits and we head out early as a rule to avoid the heat.

Wendy, Nursing Home Social Programs



St Louis Nursing Home

21 Foster Street, Parkside SA 5063 (08) 8272 3344

St Louis On Blyth - Retirement Units Parkside

4-36 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