



St Louis
Aged Care

St Louis Newsletter

October/November 2021

Nursing Home Update

Environmental Awareness

St Louis is working to reduce its carbon footprint. We have for some years had solar panels fitted at our Dudley Road Home Care office, St Louis Nursing Home and St Louis on Blyth. We have begun changing our vehicle fleet to electric and hybrid vehicles. Jane Lindsay, St Louis' Social Programs Manager is currently driving our first hybrid vehicle, a Toyota Corolla.

St Louis Self-Assessment for Re-Accreditation

We are currently completing our self-assessment of the Nursing Home, as we are due for re-accreditation early next year in 2022 and the quality agency will be visiting anytime between now up until Christmas.

Electronic Check-in and Visting Hours

We have introduced an electronic check-in station to assist with checking you in. After you have checked in with this system, you can keep your label and use for visiting again next time.

Just a reminder that our visiting times are between 2.00pm to 4.30pm Monday to Friday - you are welcome to visit outside of this time but please ring and make a booking, in order to ensure we have staff available to check you in. Please also let friends and family know of these open visiting times.

Providing an Environment Free from Restrictive Practice

St Louis is committed to a providing an environment that is free from restrictive practice. Restrictive practice is defined as any practice or intention that has the effect of restricting the right of freedom of movement of the care recipient. There are 5 categories of restrictive practice – chemical, environmental, mechanical, physical and seclusion. We provide person centred, evidence based care to minimise the use of resistive practice. St Louis does not use physical restraint devices.

An example of what may be considered a restrictive practice are bed rails. There is now strong evidence that bed rails increase the risk of harm to residents, so we do not encourage bed rails be used by residents. Alternative fall prevention and harm minimisation strategies are now used across St Louis.

See our support guides for more information:

- PhiG-RM.03 Bed Rail use information
- PHI-G-RM.04 No Bed Rail use information
- PhiGs-CC.06 Restrictive Practice guide.

Covid Update Please note that all staff have received their first covid vaccine; most have received their second dose – **only 3 staff members to go!**

Nursing Home Social Program News

Our residents have been busy with plenty of activities and bus trips back on again. To make up for the cancellation of the Royal Adelaide Show we had our own show day with showbags, Animal Capers, and a visit from Bumbles the Clown.

Please let us know if you have any ideas for activities you would like to see on the program, your input is greatly appreciated. Stay safe.

Anne Wicks, Nursing Home Social Programs





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Master Plan 2024 – Nursing Home

Maris Naish, CEO

Dear St Louis residents, clients, family and friends. I am excited to announce that the Department of Health from 1/7/2024 has deregulated nursing home bed licenses.

This means that we will be able to substantially expand St Louis nursing home located at 21 Foster Street Parkside. St Louis owns 5000 square metres of land adjacent the nursing home, obtained over a number of years for precisely this purpose.

The heart of the expansion will be the large 26 square metre rooms based on the new east wing constructed last year which evaluations and feedback have shown to be extremely popular.

St Louis community engagement and input will be integral to the design and features of the expanded St Louis nursing home.

Continuity of care for our home care clients wishing to continue their journey with St Louis if residential care or respite is required will also be a key feature of future planning.

St Louis is also very conscious of not wanting to lose the warmth and homely feel for which we are known, however additional scale is necessary to maintain viability. Draft master plans will be forwarded to the St Louis community for comment.

St Louis on Sea is currently operating at near capacity and demand and resident feedback has been outstanding. In response to this demand St Louis also has future expansion plans for this model in Adelaide and regional SA.

Feedback Please forward your thoughts directly to me, preferably via email: maris@stlouisedagedcare.com.au or via mail: 21 Foster Street Parkside SA 5063. I may also be contacted on 8272 3344 to discuss.



About the Aged Care Quality Standards **Standard 4: Services & supports for daily living**

Each consumer gets the services and supports for daily living that are important for their health and well-being that enable them to do the things they want to do. Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities.

Intent of this requirement This requirement sets out the expectation that the organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Call Bells & Waiting Times

August 2021: 11,343 calls

Average response time: 3 minutes

Staff Training - August & Sept 2021

August 2021

Medehealth modules: Aged Care Standards 1,2,3,4.

September 2021

Medehealth modules: Aged Care Standards 6,7,8.

Other Trainings

- Understanding the Quality Standards (Aug), Ken & Ali
- Diversional Therapy and Recreational conference, (Aug) Anne Wicks
- Restrictive Practices - Behaviour Support Planning - (August) RNs
- Restrictive Practice - (August) RNs
- Incident Reporting and Investigation Skills (August) – Hannah Song & Annie Xiu
- Fire Emergency Training (September) - All staff
- Fire Emergency Coordinator Training (Sept) - RNs





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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.

Open disclosure involves:

- An opportunity for you to tell us about your experience.
- An apology or expression of regret.
- A factual description of what happened.
- An explanation of the steps being taken to manage the issue and prevent it from happening again.

How to Provide Feedback or Make a Complaint

- Talk to the Director of Care, Clinical Nurse or Registered Nurse on duty; or
- Complete a feedback form available at the information brochure rack in the Atrium, and give it to a staff member or place it in the suggestion box, outside the clinical Nurses office.
- All feedback will be recorded and complaints followed up. If the issue you raise requires investigation, we will keep you informed and let you know when to expect a response.

If you haven't received a satisfactory response, you can ask to speak the Director of care or the CEO. See Support Guide PHIGs-IC.05 Complaints Management Guide.

Assistance from Other Services

There are other services you can contact to provide feedback or make a complaint as listed below:

AGED RIGHTS ADVOCACY SERVICE (Inc)

t (08) 8232 5377 e aras@agedrights.asn.au

AGED CARE QUALITY AND SAFETY COMMISSION

t 1800 951 822 www.agedcarequality.gov.au

TRANSLATING & INTERPRETING SERVICE (TIS National)

can assist you over 160 languages other than English, t 131 450



Unit in Parkside – Now Available

St Louis on Blyth – 34B Blyth Street, Parkside
1 bedroom unit with private garden \$225,000

Situated in a smaller community next door to St Louis' prestigious Nursing Home, you'll have access to prepared meals, specialised health and personal service. You are welcome to share St Louis' facilities, social programs, lounge, library, bus tours and more. Perfect for people looking for low-maintenance living. Our retirement village properties are modern and spacious with all the conveniences to meet your changing needs in the future.

Contact John McRostie 0411 221 893

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

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*



Celebrating diversity

www.stlouisagedcare.com.au