



St Louis
Nursing Home

St Louis Newsletter

September 2023

CEO News

I have not provided a newsletter update for some time as I have been on leave in Europe with my family for 6 weeks. It was the best break of my working life - which my wife Anna rightly attributed to having absolute faith and trust in the current management team lead by Jane Gartner. I came back to a clean desk, no major issues, and some fantastic ideas which I will share in future newsletters. We returned unscathed and still talking about surviving the Paris riots, Greek fires and the Italian heatwaves. My highlights were the Amalfi coast, Rome, Paris and London. I even met St Louis' Legal Advisor, Peter Myhill for dinner on a Greek Island, and then randomly in London we ran into the girl's school friend 4 times, and more friends in Rome and Florence.

But while European history, heritage and architecture is fascinating and intriguing, I didn't really have to remind my three daughters that we are privileged in South Australia to enjoy stunning clean uncrowded countryside, coastline, beaches, and sea! Adelaide is in my opinion the greatest spot there is to live!

Now an update on what's been happening around St Louis Nursing Home.

Firstly, I commend Ant and his team for their great meals, especially when they were preparing them in the temporary small kitchen. They are now appreciating the space in our renovated kitchen.

Residents have enjoyed watching the progress of the 10 bed east wing construction, including enjoying a BBQ with the builders! These 10 new rooms will be 30 square metres, identical to the 4 bed east wing completed in 2020. Completion is due November 2023. The front garden of the new wing has been designed by Ben Knapp, son of Beryl Knapp, a much loved past resident of St Louis with landscaping input from our residents.

The house west of the nursing home at 23 Foster Street has been approved by Unley Council as an office for St Louis Administration. It will be reroofed, painted and landscaped for completion in late November 2023. We are installing Solar panels and a Tesla battery as part of our renewable and sustainable business practice. Tesla batteries not only are good for the environment but add an extra level of back up and storage of redundant power.



Our renovated kitchen

St Louis Nursing Home now has statutory nurse call and fire backups, tesla backups and critical circuit generator backups. The first power bill after install of a tesla battery and solar panels by Class A Energy Solutions was down at St Louis on Sea, and saw a payment of \$495 back from AGL! That was a nice win.

As part of our strategic plan, we have outgrown our Victor Harbor office at 31 Victoria Street and will be moving to 27B Ocean Street in September, (the old Westpac Bank site). If you are going by, please stop in for a coffee. Our old office will be retained for overnight respite stays as demand for this is high, and following council approval, renovations of this site will begin in November. This home will be called St Louis on Victoria.

Construction has been delayed for the new St Louis home at Aldinga due to high building costs. With a slight redesign to meet budget, we hope to begin the 11 month build in September. This home is based on the St Louis on Sea philosophy.

I'll have more information regarding additional St Louis Home options in Adelaide later this year.

Finally, our board is changing. The new governance requirements specify a majority of independent non-executive directors of aged care providers from 1 December 2023. In September 2023, St Louis directors of 50 years Tony and Rane Naish will be stepping down and Carol Whelan and Warwick Koster will take positions on the St Louis board with myself as Chair of the Board. We thank Tony and Rane for their direction and involvement over the years.

New governance rules also require our clients or client representatives be given the option of forming a Consumer Advisory Committee to provide feedback on quality of service and care provided. This committee would convene quarterly. Should this be of interest to you, please contact me on 8272 3344.

All the best. **Maris Naish, CEO**





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Building News

Please excuse our mess! You may have noticed or heard that our Nursing Home in Parkside is undergoing some heavy construction for an exciting transformation. Extensive external work and lots of internal renovations all happening at the same time and in every direction, make this site a very busy and noisy place. We are on track to open our beautiful 10-bedroom wing in late November.

Each week we tick something off the list that gets us closer to final completion. The latest is our newly refurbished and extended kitchen which is now up and running. The kitchen staff are pleased to be in their new home and not in the kitchen we had in the car park area!

G5 Special Projects oversee all the stages of our renovations and building works and aptly project manage the Parkside site. It is a pleasure to have them here with foreman Trent Climas ensuring it all runs smoothly. No challenge is too hard and Trent's organisation skills to prioritise the trades attendance at the right time are impressive. See Trent below in the yellow hi-viz problem solving again.



I would like to take this opportunity to thank G5, all our staff, all our lovely residents and their families for their hard work and continued patience while we are in a bit of a MESS!

Stephen – Maintenance Coordinator

Training at St Louis Nursing Home

August Training: Aged Care Standards 1-4

July Training: Challenging Behaviours in Non-Dementia Residents, Challenging Behaviours in Dementia, Absconding / Missing Persons

Call Bells & Waiting Times

Total Number of Call Bells in July: 12,366

- Average Time: 3 mins

Total Number of Call Bells in August (as of 28.8.23): 11,289

- Average Time: 3 mins

Social Program News

Well, even though we've had rain, more rain, then a bit more, we've still had some fun times out and about. We had a lunch time visit to the Bombay Bicycle which was enjoyed by all. It's such an interesting place and worth a visit for some delicious Indian if you get a chance.



We've been braving the cold and rugging up to go for our walks around the neighbourhood when possible. Some of us have even managed to catch a bit of sun on these days. We enjoyed bus trips to Morphett Vale and did our regular shopping trip.

When the wet weather kept us indoors, we kept busy and entertained. Snappy Productions concert was so much fun with the music and the puppets, we smiled all afternoon. I must mention Adelaide's Magician, Bingo Jack who was amazing and fun, and even if some were asleep, most of us were mesmerised. What good times!



Don't forget you are always welcome to support your loved one at our activities.

Looking forward to some beautiful spring weather.

Wendy – Social Programs Coordinator

A reminder to our resident's families to please complete the Quality of Life survey and Quality of Care Experience survey that Ali sends out each month. Thank you.

St Louis Nursing Home

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

St Louis Homes - On Sea

20 Esplanade, Victor Harbor SA 5211 (08) 8552 1461

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



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

www.stlouisagedcare.com.au