



St Louis Newsletter

Spring 2024

CEO Report

Happy Spring to everyone! At St Louis, we're embracing the warmth of the season, enjoying our gardens as they come to life after winter. We hope you too, are savouring this beautiful time of year.

As many of you know, St Louis Aged Care encompasses various aspects of care beyond our nursing home. On August 7th, we were proud to launch **St Louis Care**, uniting all parts of our organisation under one banner. This day also provided an opportunity to celebrate our exceptional employees, recognising their dedication, hard work, and the outstanding support they provide for our Clients and Residents. You may notice some of our staff wearing new badges with years of service — please join us in acknowledging their efforts with your thanks and respectful support.

The St Louis Board farewells and extends our thanks to Carol Whelan for her insight, direction and invaluable contributions during her time with us. We are pleased to welcome, Katherine McBride who brings with her extensive clinical and organisational experience to the St Louis Board. We warmly invite all clients and their families to meet the St Louis Care Board, please see invite for more details.

We are constantly striving to enhance our facilities along Foster Street. We are excited to share that **number 25** is being renovated to become our fourth St Louis Home, dedicated to providing supported independent living for those with younger onset dementia. We anticipate opening its doors early in the new year.

To our new clients and their families, a warm welcome! Please enjoy the excellent care and support provided by our highly trained staff. We are always eager to hear your feedback, so please don't hesitate to reach out to your Coordinator or any St Louis staff member.

Warm regards to you all, **Maris Naish, CEO**

Invitation - Meet the St Louis Care Board



All clients and their families are invited to meet the **St Louis Care Board**.

Date: Tuesday 3rd of December

Time: 1.15pm - 2.00pm *Followed by afternoon tea.*

There will be an opportunity to provide direct feedback to the board on our services. An email with more information will be sent closer to the date.



Victor Harbor Home Care social group enjoying a day out and about.



Our Adelaide social group attending an Art Therapy session at Unley

Welcome to our new Clients



A warm welcome to all our new Home Care clients! We hope you're enjoying the services and support from the St Louis team as you continue living comfortably at home.

"The greatest compliment you can give St Louis is to recommend our Home Care services to your friends and family. We are deeply grateful to those who have already done so—your feedback means the world to us."

Welcoming to our new Staff

I would like to introduce our new Business Operations Manager, **Kai Schmidt**, who started in September. With a proven track record in the industry, Kai brings strong leadership skills, extensive experience in strategic and business planning, and a passion for uniting cross-disciplinary teams. Kai lives in Mt Barker with his wife and three children, and enjoys spending time outdoors, including camping and cross-country running. Over the coming month, Kai will be visiting all our different business units, please join us in welcoming him to the team.

Additionally, you've likely met some new people in our team over the phone. **JJ**, our wonderful new receptionist, has already won hearts with her cheerful personality and readiness to assist. **Holly** and **Mensah** have also joined our Adelaide office, and **Tanya** our Victor office as Coordinators. With a wealth of experience in case management, and backgrounds in NDIS, our new staff add value to our team and ensure you continue to receive exceptional care at St Louis.

Jane Gartner, Director of Care



St Louis Newsletter

Spring 2024

Exciting News: Introducing Visualcare

As of September 1st, we've transitioned all our services to our new system, **Visualcare**. You'll notice a few changes, like the care team no longer signing communication sheets and your statements looking different, but rest assured your services remain the same.

St Louis is committed to continually improving our services, Visualcare allows us to operate more efficiently and effectively meet our clients' needs. We're here to answer any questions you have, thank you for your understanding as we make this transition!

Updated Minimum Service Time

After a recent review of our services, we have decided to make a small change that will enhance both the quality of care and the sustainability of our services. Starting November 1, 2024, all our care visits will have a minimum duration of one hour. By moving to a one-hour minimum for each visit, we can:

- Provide you with more comprehensive, unhurried care, ensuring that all your needs are fully met without feeling rushed.
- Assist you with a wider range of tasks and provide additional support during each visit, helping you more effectively in your day-to-day life, and assist you in meeting your goals.
- Ensure our services remain financially sustainable, allowing us to continue offering high-quality care to you and all of our clients in the long term.

This change will also help us support our staff more effectively, so they have the time and resources they need to deliver the best care possible. If you currently have any services with St Louis staff that is less than one hour (excluding nursing and allied health) these will remain unchanged for now. However, **from the 1st of November 2024**, all requests for new services will be for a minimum of one hour.

We encourage you speak with your coordinator on 8332 0950, about increasing any existing services that are less than an hour and updating your Care and Support plan to include more supports in this time.

Note from the Rostering Team

At St Louis, we believe that having a small, dedicated team of care workers enhances the care and support provided to our clients. Our rostering team strive to ensure all our clients' services are arranged.

We kindly ask that you allow a 15-minute window before and after your scheduled services as we adjust to the new system. Should there be any changes to your care staff, we will notify you immediately.

Kathryn Boadbent, Community Care Service Manager

Clinical team update

The St Louis nursing team is committed to providing a high standard of clinical care tailored to your needs.

Our range of clinical services are designed to offer you the clinical support and care you require in the comfort of your own home. Our registered nurses can assist with wound care, medication management, assessing and tailoring care plans to assist with the management of wounds, or if you have any clinical concerns, our nurses can undertake a clinical assessment in your home to assist with management and ensuring your clinical needs are met. We can liaise with your GP and develop a medication management regime to ensure your medications are taken safely and effectively.

Our nurses will always work closely with your health care team to ensure your well-being and effective care.

Jo Shepherd, Clinical Service Manager



Adelaide Home Care group enjoying Fish and Chips at Semaphore



St Louis Newsletter

Spring 2024

Social Programs

Summer is approaching, and with it comes plenty of opportunities to connect and enjoy our Social Programs! From lunches, to scenic drives, and shopping days, we offer something for everyone. We're delighted to share a review from one of our Adelaide Social Club members:

Social programs

*"But on Tuesdays he's happy,
Which for him is a plus,
When he meets dear Deb, Kim, and his pals,
On the St Louis bus."*

For more information on upcoming events please call:
Narelle at 8522 1481 (Victor Harbor) or
Deb at 8332 0950 (Adelaide)



Enjoying beautiful sunny day-outing in Victor Harbor



Ice cream at Copenhagen



Refreshments in Victor Harbor

Know Someone Looking for Home Care?

If you know someone in need of Home Care, or help navigating My Aged Care, we'd love to assist. We offer a free consultation to discuss their options.

You can also meet us at upcoming events in Adelaide, Strathalbyn, Goolwa, Yankalilla, and Victor Harbor.

We understand that current waiting times for a Home Care Package are often lengthy and locating a service provider to assist in the interim can be challenging.

To meet these needs, we are introducing **reduced full fee rates** for any new client who is approved and awaiting the My Aged Care system to assign their package.*

For more information, please call:
Kym at 8332 0950 (Adelaide) or
Carol at 8522 1481 (Victor Harbor)

**Terms and Conditions apply.*

Google Review

We would greatly appreciate it if you could share your experience by leaving us a review on Google. Your feedback helps us improve and assists potential clients in making informed decisions.



Semaphore Jetty Walk

St Louis Home Care
Adelaide, Adelaide Hills, Southern Vales areas
11 Dudley Road, Marryatville SA 5068 (08) 8332 0950
Victor Harbor and Fleurieu Peninsula areas
27 Ocean Street, Victor Harbor (08) 8552 1481
homecare@stlouishomecare.com.au
www.stlouishomecare.com.au

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
 Celebrating diversity

If you have any concerns or requests in regard to how services have been/are being provided by St Louis, please contact:
Jane Gartner (Director of Care) (08) 8272 3344
homecare@stlouishomecare.com.au
OR complete a Feedback and Complaints Form and forward to: St Louis Nursing Home, 21 Foster Street, Parkside SA 5063