



St Louis
Nursing Home

St Louis Newsletter

Spring 2025

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CEO Report



Dear Friends and Families, welcome to Spring!

I know this is a favourite season for many, including our staff and residents here at St Louis. The days are growing warmer and longer, with new growth on the trees, fresh blossoms and the promise of fruit from the Satsuma plum and peach trees. It's a wonderful time of year, reminding us that nature has its cycles and that we

benefit from each part in some way. To our newcomers at St Louis Nursing Home, we extend a warm welcome and look forward to sharing many moments with you.

Many of you will know that Sturt Football Club, who we are proud to sponsor, made it to the Grand Final this year – and won! They are now the 2025 Premiers. We've enjoyed watching their games, with some of us even taking in lunch at their oval, and we've been cheering them on all season.

This month we also joined the national RUOK? campaign, reminding us all of the importance of connection, conversation and community support. A simple chat can make a big difference, and it was wonderful to see both staff and residents taking time to sit or walk together and connect.

I am very excited to share that the courtyard upgrade has now started and is on track to be finished by summer. It will be a lovely space to enjoy a cuppa, sit amongst the new plants and shrubs, and hopefully encourage some birds back into the garden.



In July we were privileged to enjoy a visit from Aged Care Minister Sam Rae who was very complimentary about our staff, residents and the whole facility.

Left photo: Jann Longbottom our Consumer Rep and Minister Rae.

We are also delighted to once again host our much loved Christmas Carols, to be held at the front of the new wing on Friday 12th of December at 6.00pm. It is always a

special time, filled with music, joy, food, and Christmas cheer.

As we step into spring, I want to thank you for being part of our St Louis family. Your presence, feedback and support continue to make our home a place of comfort, respect, and genuine connection.

Maris Naish, CEO

Nursing Home Manager's Report



Hello to all our residents, families and friends.

Firstly, welcome to our newest residents and their supportive families. We hope you quickly feel at home, discover new friendships and enjoy the care and

support from our committed team.

Last newsletter we advised that a new Higher Everyday Living Fee (HELF) was beginning from July. The Department of Health pushed this back to start on 1 November 2025. This will replace our current Extra Service Fee. A 12-month transition period will apply for current residents.

HELF allows residents to access enhanced services beyond the standard care covered by the Basic Daily Fee — such as upgraded accommodation, premium food options, and additional lifestyle activities.

At St Louis, we've always delivered a high standard of personalised care. To maintain this, introducing HELF bundles will be essential for our continued service quality and sustainability.

Our Director of Care, Jane Gartner, has some details on page 2, and we will send out more detailed information in October.

Remember, we welcome your feedback. This can be done through our consumer rep, Jann Longbottom or by speaking with Ali or I. Jann has feedback forms located in our café area for you to fill in and pass on.

Ken Gao, Nursing Home Manager

Monthly Surveys

For your convenience, monthly surveys will be sent out online to families via Survey Monkey.

We encourage you to complete these, as your feedback is valuable in helping us improve Quality of Life and the Quality of Care Experience.

Ali Palada, Clinical Nurse Consultant



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Upcoming Aged Care Reforms – What You Need to Know



From 1 November 2025, the new Aged Care Act 2024 will come into effect, introducing major reforms to improve the quality, safety, and rights of older Australians receiving care within residential settings or those receiving in-home services.

The key changes to residential care are:

Rights & Protections

- A new Charter of Aged Care Rights ensures dignity, safety, and high-quality care.
- A stronger complaints framework protects you from poor care and reprisal.

Funding & Transparency

- Clearer fee structures and service pricing.

Clinical Oversight

- More care minutes and improved staff ratios in residential care.

Assessments

- A Single Assessment System will replace ACAT and RAS for faster, more accurate evaluations.

Next Steps

- You can review the Statement of Rights by clicking the link: [A new Aged Care Act for the rights of older people](#)

Talk to us if you have any questions or about how these changes may affect you. We're here to support you through this 12 month transition and ensure your care remains safe, respectful, and high-quality.

Jane Gartner - Director of Care

New Staff



We're delighted to welcome Jasmine as our new receptionist. Congratulations also to Jas on her recent wedding – what a wonderful way to begin this new chapter!

Please make your self known to her.

Special Thanks

We'd like to take a moment to thank Colin for his incredible dedication as our gardener over many years. His care has kept our gardens vibrant, alive and beautifully manicured. Providing a welcoming and peaceful environment for everyone at St Louis to enjoy.

Beyond his skill with plants, we will miss his cheerful, chatty manner. Colin's friendly conversations always brightened our days as much as his gardening did. His hard work and warm personality have left a lasting mark on our community and we are truly grateful for all he has done.



BBQ Area

It's the perfect time of year to enjoy an outdoor BBQ with your loved one. Our picnic table and BBQ are located at the front of the 10-bed wing. If you'd like to book this area, use the BBQ and have the umbrella set up for your event, please arrange this with Jasmine at reception at least a week in advance.





Invitation

All are warmly invited to join us for our St Louis Christmas Carols on Friday 12 December at 6.00pm.

Enjoy an evening of festive joyful music as Will and Henry serenade us with our Christmas favourites.

Finger food will be served as we come together to celebrate the season.



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Lifestyle News

Winter here has been warm, busy and full of special moments.

A few highlights have been:

- **A visit to St Raph's School** where we were treated to a wonderful children's play, morning tea and a classroom visit. The laughter and energy of the students filled our hearts (and tired us out a little!), but we'd happily do it all again.
- Our **Art Therapist**, Susan, now visits twice a week, giving residents the chance for one-on-one time and creative expression through art. These sessions are meaningful and much enjoyed.
- **Cultural Days** are always fun. Last month had a Chinese theme with delicious authentic food and a vibrant performance from Chinese dancers, our celebration was full of colour, culture and movement. Italian is next!
- **'My Mind Matters'** is a Dementia Support Tool, and each week, residents are engaged with stimulating activities through this program and its online app. It's already proving a great way to support cognitive health in a fun and interactive manner.
- **Simple Joys** – whether it's watching the bobcat and workmen in the courtyard or welcoming Teddy the Horse on his surprise visit, residents continue to find delight in everyday moments. Teddy's visit was especially heart warming, with smiles all around.
- **Pyjama Day** – Thank you to everyone who supported our PJ Day fundraiser. Together, we raised over \$1,000 – a fantastic result for the charity. And a lovely concert by Henry.
- **Mobile Shop** – Look out for more details in your email about the mobile shop and what will be available to purchase.

Wendy, Social Programs Coordinator



Celebrating Chinese cultural day



Pyjama Day fundraiser



Teddy the Horse



Snapshots of our residents embracing life's simple joys



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Go the Double Blues!

As sponsors of the Sturt Football Club, we're proud to back a local team that brings so much spirit and pride to our community. It's been a fantastic season and we've loved being part of it. Our residents have especially enjoyed watching the games and attending the President's Luncheons.



See our
logo here!



Laundry

Any lost property will be placed in the café area on Friday afternoons and removed on Monday mornings.

If you bring in new clothing items, please let staff know so we can label them. This helps prevent lost property.

Jasmine, our receptionist, can also arrange dry-cleaning pick-up and delivery with the cost added to your invoice.



Staff Training

We have completed the following staff training:

- Challenging Behaviours in Non-Dementia Residents
- Challenging Behaviours in Dementia
- Absconding / Missing Persons
- IDDSI Training
- CPR Training for the Nurses
- New Aged Care Act 2024 Training, including; Code of Conduct, Resident Rights, Dignity of Risk and Complaint Process.

Call bell average times:

April – Total: 19,293

May – Total: 20,788

June – Total: 18,068

July – Total: 18,287

August – Total: 17,393

Average response time is 2 minutes.

Join Our Food Focus Group!

We want your thoughts on meals and dining at St Louis. If you enjoy sharing ideas and helping us make mealtimes even better, we'd love for you to join our Food Focus Group. Interested? Please contact Jann to take part!



Keep in touch by following us on facebook and instagram



St Louis Nursing Home
Phone 8272 3344
21 Foster Street, Parkside SA 5063
Email: info@stlouisaagedcare.com.au

Other St Louis Care Services:
www.stlouishomes.com.au – Younger Onset Dementia (NDIS)
www.stlouishomecare.com.au – St Louis Home Care
www.stlouiscare.com.au – All St Louis Care services
www.stlouisagedcare.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

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