



St Louis
Nursing Home

St Louis Newsletter

Autumn 2025

page 1

CEO Report



Dear Friends and Families,

I hope this newsletter finds you well and enjoying the change of season.

My mother, Dr. Rane Naish—whom some of you may know—planted deciduous trees around the nursing home, not only to create a changing view from residents' rooms, but to help mark the passing of the seasons through the surrounding gardens. Just as the leaves change colour, fall, and regrow, so too do the friendships we form here at St Louis. We experience times of change, times of farewell, and times of welcoming new residents, families, friends and staff. Through all of this, we remain committed to supporting, caring for, and enriching the lives of those around us.

As one family member recently shared: *"You made St Louis a home of comfort, safety, and fun (for mum). A home where she was treated with dignity and respect."* That is who we are, and that is who we will always strive to be.

With Easter and school holidays just past, I hope you enjoyed a well-earned break. I managed a spot of fishing with my youngest daughter and my eldest daughter took part in a humanitarian trip to Borneo. I'm very proud of the work she is doing with the children there.

Some of you may be aware that we are currently upgrading the vanities and toilets in several rooms. We understand this can be a little disruptive, and we sincerely apologise for any inconvenience. That said, the feedback so far has been very positive, and the project is progressing well. We're aiming to complete it by the end of May.

Looking ahead, **our next project will be an upgrade of the courtyard** during the winter months—when many of you prefer to stay cozy indoors. Thank you for your feedback on this. We are currently drafting plans and obtaining final quotes. Once available, the plans will be posted on the link notice board for you to view.



Lastly, a recent sound brought a smile to many of our faces: **the laughter and chatter of children visiting again.** They came to share in the joy of baby chicks with our residents, creating moments of curiosity and connection. This intergenerational bonding is a joy for all, even for those of us who simply enjoy listening in.

Thank you for being a part of our St Louis family. **Maris Naish, CEO**

Nursing Home Manager's Report



Hello. At the start of April, I sent out a survey with a letter regarding the new HELF. Below is a summary. Your input is important to us, so if you haven't completed the survey please do so.

Introducing the Higher Everyday Living Fee (HELF)

From 1 July 2025, the Department of Health will introduce a new optional fee model called the Higher Everyday Living Fee (HELF), which 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 a HELF is essential for our continued service quality and sustainability.

We're proposing two tiers of HELF and would love your feedback to help shape these options. Here is a link to the survey and paper copies are at the front reception:
<https://www.surveymonkey.com/r/VGPW7JD>

Your input is confidential and greatly appreciated. If you need help with the survey, our staff are here to assist.

To our new residents and their families, a warm welcome! We encourage you to make yourself at home, forge new friendships, and enjoy the excellent care and support provided by our highly trained staff.

We are always eager to hear your feedback, so please reach out to Ali or I any time.

Ken, Nursing Home Manager



St Louis
Nursing Home

St Louis Newsletter

Autumn 2025

page 2

Welcoming New Staff



We love welcoming new faces to our St Louis team and will be adding our staff to the digital display throughout the year. If you see someone new (or not so new), please take a moment to say hello and offer a warm welcome.

Last spring, we were delighted to welcome Kai, our Business and Operations Manager. You may have met him during our festive Carols night. Kai brings with him a wealth of experience in the Aged Care sector, paired with a strong business background. We're excited to have him on board and are enjoying his fresh energy and insights.

Special Thanks



We'd like to extend a heartfelt thank you to Pam (you know who you are!) for her thoughtful tradition of bringing cake to our staff every Monday. Your kindness and generosity truly brightens our week, and the endless variety of cakes keep us amazed and smiling. This simple yet meaningful gesture of appreciation is so special to all of us, and we are incredibly grateful.

Flu shot recommendation

As we move through flu season, we encourage all residents, families and friends to get their flu vaccination. This helps protect our vulnerable community and is essential for preventing outbreaks. Thank you for helping keep our community safe and healthy!

Optometrist visit

The next Optometrist visit is the 7th and 8th of May. You can be reviewed this visit or next, just let Ali or Ken know. Thank you.



Surveys reminder

A reminder to our resident's families to complete the Quality of Life survey and Quality of Care Experience survey that Ali sends out each month. Talking of surveys, Annually the Department of Health arrange for a Residents Experience Survey.

We would love you to give feedback regarding your experience here as this contributes to our star rating. They plan to come here on Friday, June 6, so please be aware you may be interviewed or receive a phone call. Thank you.

Exciting Staff News

You may have recently received an email or invoice from our accountant, Beverly. We're excited to share that Beverly will soon be going on maternity leave as she prepares to welcome a little pink bundle of joy!



We want to extend our heartfelt thanks to Beverly for all her hard work in setting up Nisha to take over her duties while she's away. We're confident that Nisha will do a wonderful job in keeping everything running smoothly during Beverly's absence.

Please join us in wishing Beverly all the best as she embarks on this exciting new chapter in her life. We look forward to hearing about the little one's arrival!

Anzac Day

On ANZAC Day, some of us listened to the early dawn service, and others joined in for the afternoon service. We remember the bravery, sacrifice, and service of all Australian and New Zealand military personnel. It is a day to reflect on the courage shown by those who have served in various conflicts throughout history.



Call bell average times:

January – Total: 19,750 / Avg. Time: 2 minutes
February – Total: 15,915 / Avg. Time: 2 minutes
March – Total: 18,430 / Avg. Time: 2 minutes

Staff Training

February – Chemical Safety and Handling, Preventing Falls, Person Centred Care

March – Workplace Bullying, Workplace Diversity, Workplace Health and Safety (WHS/OHS)

April – Infection Prevention and Control, Texture Modified Foods, Basic Food Handling and Safety



St Louis
Nursing Home

St Louis Newsletter

Autumn 2025

page 3

Aged Care Reforms

Upcoming Aged Care Changes are aimed at enhancing the rights and care of older Australians - Effective 1 July 2025.

Key changes to the Act include:

- **Rights-Based Framework:** Focuses on the rights and needs of older people.
- **Single Entry Point:** Streamlined access to aged care services with clear eligibility.
- **Improved Service Delivery:** Enhances care in homes, community settings, and residential care homes.
- **Increased Accountability:** Stronger oversight and new regulatory model for providers.
- **Support for Whistleblowers:** Includes protections to ensure transparency and accountability.

Benefits for Consumers in Residential Care

1. **Consumer-Centred Care:** This means residents are active participants in planning and monitoring their care
2. **Enhanced Quality of Life:** By focusing on individual needs and preferences
3. **Empowerment and Dignity:** Residents will have more control over their care decisions
4. **Better Service Coordination:** The single-entry point and clear eligibility criteria will help in coordinating services efficiently, ensuring residents receive the care they need without unnecessary delays.

We have started training our staff to ensure they are aware of the changes and can provide the best care possible. **Some key requirements are:**

- Staff must **respect residents' rights**, promoting dignity, respect, and individual choice.
- There will be **stronger oversight and accountability**. Staff must maintain accurate records and report issues promptly.
- Their mandatory education sessions will incorporate the new **Strengthened Aged Care Quality Standards**. With a focus to communicate effectively, and diligently document care, incidents, or changes to a resident's condition.
- Staff are encouraged to **stay informed** and regularly check the guidelines and resources provided by the Aged Care Quality and Safety Commission and the DOH.

You might like to check this website link:
<https://www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards>

These changes are designed to create a more responsive and respectful aged care system that prioritises the well-being and rights of older Australians. If you have any specific questions or need more details, feel free to ask, when I am back from leave.

Jane Gartner, Director of Care

Captured memories around the Nursing Home



Chef Ant preparing meals



RN Annie and PCW Azad



Nancy enjoying some quiet reading time



Dick and PCW Michael off for a morning walk



St Louis
Nursing Home

St Louis Newsletter

Autumn 2025

page 4

Social Program News

Our relationship with St. Raph's children continues to blossom each term. Not sure who enjoys their time the most, the residents or the children. And soon we will be welcoming Glenside Kindergarten also.

We have been very busy here, from 17 cute little chicks hatching and growing, to bingo, chair yoga, a visit from Teddy the horse and enjoyable bus adventures to all our favourite spots.

We have celebrated birthdays in style after our monthly residents' meetings, complete with cake and wine, creating wonderful memories and a sense of togetherness.

Exciting times are ahead. We will be welcoming a few choirs and have an art therapist joining us twice a week.

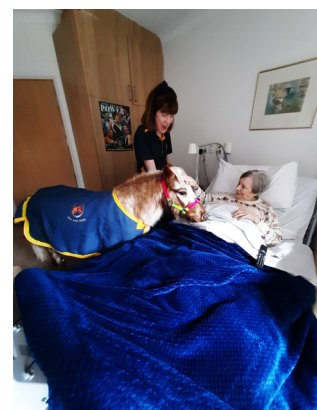
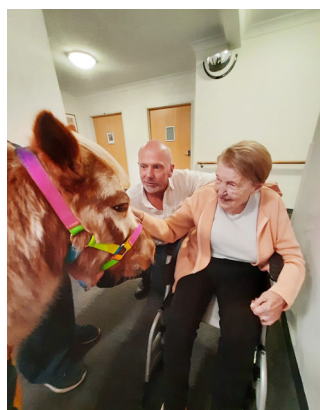
Finally, I wish all our mothers a happy Mothers Day and I'd love you to enter in the Mothers day raffle which is by our reception. Tickets \$3 each or \$5 for 2.

Please enjoy looking at these wonderful photos and I'll see you about our home.

Wendy – Social Programs Coordinator



Visit from St. Raph's Primary School



Visit from Teddy the horse

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