



St Louis
Nursing Home

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, and delighting in the cheerful sounds of lorikeets in the surrounding trees. 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 both within our nursing home and throughout the community. 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 are constantly striving to enhance our facilities, and our latest project is the **opening of a new office for Ken and Ali**. This project will continue and incorporate the creation of a new reception desk to welcome and assist visitors. During this period, please be mindful of the construction zone as you enter or leave the facility.

Further along Foster Street, you may have noticed **construction at number 25**. We are excited to share that this home 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. It's been a busy couple of years with all the building projects, but we're thrilled to see this important addition coming to life!

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 don't hesitate to reach out to Ken, our Nursing Home Manager, or any St Louis staff member. You are very welcome to attend our **monthly resident meetings** held in the link room. These are listed on the monthly calendars and our next one is scheduled for 18/09/2024.

And with this nice weather, why not **use our BBQ for a get together** with your loved one in the front garden. You can book this area by emailing info@stlouisagedcare.com.au or call us. We have an information sheet we can send you with more details.

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

Nursing Home Manager's Report



Thank you for your support over winter with the different outbreaks, including Covid-19. We kindly remind you, if you are feeling unwell, it's in the best interest of others to delay your visit.

In August, we introduced a new menu offering a variety of choices and diet variations tailored to individual needs. We want to thank Anthony and his team for their continued dedication to providing quality meals. Their hard work was evident when we successfully demonstrated our high standards during the surprise visit from the Aged Care Quality and Safety Commission in May.

We are also excited to share our transition to new software called Visual Care in May, and at this early stage it is showing many efficiency improvements. This platform is designed to integrate all aspects of care, service operations, and management into one system.

We thank you for your ongoing understanding and cooperation.

Ken, Nursing Home Manager

Invitation Meet the St Louis Care Board

All residents 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.



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. We will advise a date when we know they are coming, or you may receive a phone call. Thank you.



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Social Program News

Hello! I'm Wendy, and I love getting to know what makes our residents happy and supported in their everyday choices. I encourage you to share any suggestions for social activities that can help our residents fully engage in their daily lives. Below are some photos capturing the fun we've already had together.

We're also thrilled to announce the return of one of our cherished December traditions, the St Louis Christmas Carols in the Courtyard. **Keep an eye out for more details soon**, and we hope you'll join us for an afternoon filled with songs, charitable giving, and holiday cheer.

Wendy – Social Programs Coordinator



Ballroom dancers



Chair Yoga



St Raph's School fair outing



Watching the entertainers

Meet and Greet Morning Tea

We warmly invite all resident family members and representatives to join us for a **Meet and Greet Morning Tea with Anna**, who is appointed as your Consumer Representative on the St Louis Quality Care and Services Advisory Committee. Anna will be serving as the voice of our residents, representing their needs and interests to the Committee, so that together we can make informed and positive decisions.

This is a great opportunity to get to know her over a cuppa, learn more about her role, share any thoughts or feedback you may have, and connect with others.

Morning Tea Invitation



Hosted by Anna

Dates:

- **Tuesday, 1 October at 10:00 am (or)**
- **Wednesday, 30 October at 6.00pm**

Venue: Dining/Lounge Area (New 10bed Wing), St Louis Nursing Home

Light refreshments will be provided.

Please RSVP directly to Anna, indicating your preferred date and any dietary requirements, no later than 26 September 2024.

Email: anna.pannunzio@bigpond.com

Training at St Louis Nursing Home

June:

- Recognizing Restraints • Depression
- Notifiable Data Breach • NHHI Hand Hygiene for Clinical and Non-Clinical Workers • NHHI Basic Infection, Prevention and Control for Aged Care

July:

- Challenging behaviors for Dementia
- Challenging Behavior for Non-Dementia
- Absconding/Missing Persons
- IDDSI Modified Diet Training

August:

- Aged Care Standards 1-4

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

Other St Louis Care Services:
www.stloushomes.com.au – Younger Onset Dementia (NDIS)
www.stloushomecare.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



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