



St Louis
Nursing Home

St Louis Newsletter

Summer 2024

CEO News

Happy 2024 to you all. Summer is well underway and St Louis has been a very industrious place over the last few months. During the school holidays, my family and I enjoyed the ski fields in Japan with some friends, and let's say, I'm not as young as I once was! I also caught some Tuna and sliced it up for our staff as you can see in the pictures.

Most of you would have seen the demolition, then construction and now a functioning 10 bed East Wing which we are very happy with. Please come and have a look if you are visiting us. **And I invite you all to our GRAND OPENING on Wednesday 13th of March**, where we will spend the afternoon in the garden to celebrate the joy this new wing brings – the new faces, the new building and the beautiful grounds. Please join us for afternoon tea and bubbles to officially say 'we are open'!

23 Foster Street is almost complete for housing our Administration Team. This office will be operational in April 2024.

Our homes in Victor Harbor that offer short stay respite are enjoying all the faces that come and go down there. We had tried to be part of the Christmas Pageant, but it was cancelled due to the rain. Based on the success of these homes, we have begun building another home on the Esplanade, in Aldinga. The views will be amazing and we look forward to seeing its progression from slab to house this year.

I also welcome all the new residents and their families to our home, and wish them comfort in their transition. If you have any feedback, please speak to one of our friendly staff as we are always looking for opportunities to improve. We have appointed a Consumer Representative, Anna who can be contacted via the forms in the café area.

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



Maris slicing up Tuna for the staff

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.



INVITATION

Please join us for
Afternoon Tea
**to celebrate the opening
of our new East Wing!**
Wednesday, 13th March
2.00pm – 4.00pm
St Louis - Front Garden



Kitchen Menu

We are now serving our Summer menu with choices for all diet variations and consistency's. Our focus is on the dining experience for our residents, serving them in style, with tasty, 5 Star quality food from our top chef Anthony.





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Social Program News

Isn't this weather beautiful, warm days and cool nights. Our residents have been sitting in the courtyard lapping up this glorious sunshine, enjoying the new bird bath features and watching the apples ripen.

Additionally, we've taken several bus trips, including lunch at the golf course, tours of Hahndorf, Christmas Lights, many trips to Bunnings, and even to the pool for some hydrotherapy. We've also enjoyed the company of Scotch College students who are completing their community hours with us.

Our Cultural Day for February was German themed and those amongst us who can speak or understand German were in their element. Our social activities cater for all different hobbies and interests and if there is something you would like added, please let me know.

I hope you can make it to our Grand Opening Afternoon Tea in the front garden. Don't forget you are always welcome to support your loved one at our activities or for the resident monthly meetings, but if you are experiencing symptoms and feel unwell, please kindly stay at home.

Wendy – Social Programs Coordinator



Painting at St Louis and hydrotherapy at the pool.



Scotch College students completing their community hours with us.

It's been a busy start to the new year, and we have welcomed nine new residents to our home.

If you know of others who would like to join our waiting list, please recommend they speak with Ken, our Nursing Home Manager (08) 8272 3344 for further information.

Maintenance Report

I hope you've had a safe and enjoyable summer. In our busy and sometimes noisy nursing home, we've taken down the Christmas decorations and begun various internal renovations and refurbishments, such as room painting, and some ensuite updates. Please excuse the mess and noise while we do these updates.

You might not have noticed within the car park area, the builders office has been removed, which frees up more car-parking. You are welcome to park in the carpark, we just ask you to please enter via our front door so you can sign-in as you usually do.

We thank G5 Special Projects, especially Mitch and Trent who manage our building and renovations, for keeping all our projects on track so calmly and smoothly.



Training at St Louis Nursing Home

December 23 Training: Customer Service Introduction, Customer Service – The Upset Family

January 24 Training: None

February 24 Training: Chemical Safety and Handling, Preventing Falls, Person Centred Care

Call Bells & Waiting Times

Total No. of Call Bells in December 2023: 13,331

• Average Time: 3 mins

Total No. of Call Bells in January 2024: 13,582

• Average Time: 2 mins

Total No. of Call Bells in February 2024: 13,797

• Average Time: 3 mins

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

St Louis Homes - On Victoria

31 Victoria Street, 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 (Director of Care) 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