



New “Suggestions and Complaints” boxes have been purchased and are situated in Admin and Lounge areas throughout the Home.

COMPLAINTS and SUGGESTIONS



COMPLIMENT AND COMPLAINT PROCESS

Star of the Sea supports the rights of Care Recipients, and their Advocates to share compliments, feedback, concerns or to make a complaint.

If you wish to make a comment or complaint, please feel free to approach any senior staff member or contact Theresa Hewett (DON) or Darylin Cowling (AGM).

If you wish to lodge a formal complaint please complete a Comments and Complaints form, which is available from the Administration foyer, and place it in an envelope for delivery to Administration.

Once the form is completed the CQI Co-ordinator will make a record of lodgement and the suggestion or concern is then followed through until resolution is achieved.



STARGAZER

STAR OF THE SEA HOME FOR THE AGED

*A Ministry dedicated to loving care of the Aged
by the Catholic Diocese of Port Pirie*



November 2016, Issue 9

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Aged Rights Advocacy Service (ARAS)
Phone number
1800500853

Care Recipient's Birthdays:
NOVEMBER

Mrs A Lally, 3rd

Mrs R Carter, 8th

Mr N Orford, 17th

CARE RECIPIENTS' NEWS

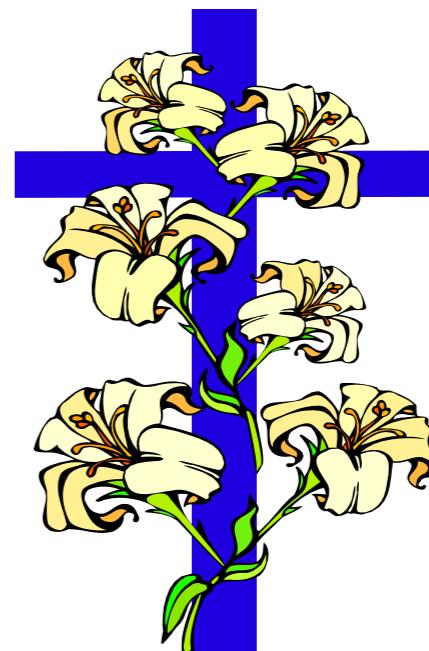
Care Recipients' Meeting held 5th October 2016.

- Reminder to residents that if your meals and drinks are not hot enough please ask staff to reheat in the microwaves situated in each wing of the Home.
- Paul Palmer to come and tune the piano in SOSJ lounge and will return to do MacKillop wing piano
- Residents have a choice of another soup other than pea and ham if they request it, for tea
- Residents have a choice on Sundays of sandwich or scrambled eggs for tea.



MEMORIAL MASS

*Star of the Sea Home for the Aged
Invites you to a celebration of
The lives of recently deceased
residents of
Star of the Sea
at a Mass to be held*



*At
Our Lady Star of the Sea,
Catholic Church
On
17th November, 2016 At
9.30am
And afterwards for refreshments
in the social area of the Church*

Talking Newspaper

Please tune in to
**Radio Station
1197 FM**

Please ask staff for assistance with tuning your radio if needed.

Program Times

Advertiser

Mon- Fri: 1:10 pm
Sat: 10 am

Sunday Mail

Sun: 10:30am

FAMILIES

1. Could all clothing be marked with Care Recipients name or room number Please.

2. Care Recipients/families a reminder to label all containers being left with your name if you wish container to be returned.

3. Reminder for personal fridges to be cleaned by Care Recipient or family and out of date food to be

ACTIVITIES

Welcome to a busy month, starting with the Melbourne Cup on November 1st, commencing at 11:30 in the church social rea. Come with your beautiful hat and be in the running for the best decorated hat. If you do not have one, there will be hats available on the day. There will be prizes for best decorated hat for both the men and women, lucky seat, and guess the number of lollies in a jar.



We will be running a resident and staff sweep for those interested in participating.

The Cup will be on all TV's in the main lounge rooms for Residents to watch.

We have the McGraths coming in to entertain us at 12:30pm.

On the 17th is our Memorial Mass in the Catholic church. All are welcome to attend. Mass commences at 9:30am to remember those whom we have lost during the past 12 months.

The Podiatrist is here on the 22nd November for residents in High Care and MacKillop wings.

On the 30th November at 6pm is Carols Night with Sing Australia in the Church Social Area. We suggest that on completion of tea, that Residents wander down to the Church Hall and find a seat in preparation of the evening to commence.

Chris Stuart will be away for some time for health reasons and we wish her all the best and a speedy recovery. We look forward to her returning to her SOTS duties when recovered. Enjoy the nice weather, it should be here soon!

Keep smiling
Cindy

2016 Footy Tipping Winners

1st Geoff Pratt
2nd Joan McCall
3rd Helen Simpson

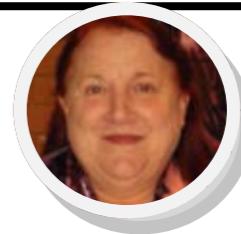


Seniors Information Week
Star of the Sea had a display





FROM THE AGM'S DESK



Friday Funnies

Dear Residents and Families

Today the first of November is the Melbourne Cup, I would like to wish you good luck and great feasting at our Melbourne Cup Function.

May I share with you the wonderful work undertaken by a truly amazing group of men-The Knights Of The Southern Cross Kadina Branch. On Saturday they conducted a Calcutta that was the Star Of The Sea Home for the Aged Race meeting. Fictitious of course.

The 60 patrons in attendance at Kadina Golf Club duly purchased Phantom Horses, there were sweeps, door prizes a raffle and a lovely three course meal. We were waited on by the Knights, helped by their wives and friends, the bar boasted a good wine and drinks list, so there was something for everyone.

The festive racing decorations added to the feel of the "Race Meeting"

The race was called by an expert in Adelaide and the CD of the race held in a sealed envelope until the time. My horse is still running !The winners were thrilled with their outcome.... The patrons enjoyed the race, prize moneys paid out and a generous donation made to Star Of The Sea. We received a most welcome cheque of \$1500.

The Knights Of The Southern cross are to be thanked for their generosity and for giving of many hours of time to make the evening a success.

The Knights Of The Southern Cross have been great friends to our Facility over the years and are appreciated for their beneficence.

Thank you once again for your support

Darylin

Thankyou Gaylia for the beautiful roses with their beautiful aromas placed throughout the Home



To prepare for my daughter's first Communion, I called the church in the town where we used to live to get a copy of her baptismal certificate. We lived there for only a short while, so I didn't know the clergy well. When the secretary asked me the name of the father, I told her that I couldn't remember. After a brief silence, she said, "Ma'am, I'm talking about the name of the baby's father".



SYMPATHY

Sincere sympathy to the Family and Friends of the late

Mrs Nancy Tomlinson,
Mrs Thelma Weedon
Mr Rex Petherick
and
Mr Lewis Noble
They will all be sadly missed



Religious Services

Catholic Services
 Tues: 9:30am
 3rd Tues: 10:00am
 Thurs: 9:30am
 Sat: 7:00pm

None for November
Anglican Services
 2nd Wednesday
 of the month
 10:30 am
 LCM Lounge

If you would like to participate in your desired religious or cultural observances—please notify staff for further assistance if required.

Fellowship

Second Sunday each month
 2pm in Sisters of Saint Joseph Lounge

Uniting Services
 1st and 3rd
 Friday
 10:30am
 In LCM Lounge

Bible Stories
 Each Friday
 1:30pm
 with Ros and Maxine
 MMW Lounge

COMMUNITY CARE CORNER



Welcome to Community Care.

I would like to invite all of our Community Care Clients to our Christmas party. I can't believe we are already thinking about Christmas. It will be for lunch at Star of the Sea in early December, with a date still to be confirmed. Partners are welcome for \$14 for the meal.

Due to the increased people receiving Community Care we will celebrate separately to the Residential Care facility. An invitation will be posted in the near future.

Donna is organising a morning tea in the next couple of weeks to a mystery coffee shop. This is instead of the Melbourne Cup luncheon. We will keep you posted.

Once again please do not hesitate to call Natasha or Jenny if you have any queries or concerns at Star of the Sea.

God's richest blessings

Jenny and the Home Care team, Natasha, Wendy, Raylene, Sharon, Fiona, Donna, Brian, Lisa M, Lisa R, Moira, Stacy, Chris and Bec.



Emergency (Police, Fire, Ambulance)	000
Lifeline	13111
Salvation Army 24 hr Care	1300363622
Commonwealth Respite Services	1800052222
Suicide Call Back Service	1300659467
Salvation Army—Help Line	1300467354
Sane Australia	1800817263
Family Relationship Advice	1300050321
Womens Information Service	1800188158
National Dementia Helpline	1800100500
MY AGED CARE	1300422232
After hours GP Helpline	1800022222
AGED RIGHTS ADVOCACY	1800500853

Staff**Birthdays:
NOVEMBER**

Fiona McAllister, 5th
 Jean Fletcher, 9th
 Briony Waters, 11th
 Amanda Bowell, 11th
 Zijing Fang, 17th
 Lyn Lockwood, 21st
 Robert Spackman, 23rd
 Chris Wall, 25th
 Blanche Moyle, 26th

Staff Dates to Remember:**Thur Nov 3rd**

- HCP Meeting

Mon Nov 21st

- Combined CQI and WHS&IC Meeting

Wed Dec 7th

- Staff Meeting

STAFF MEMBER PROFILE Sue Newton

I have been a part of the Star of the Sea team since 1985. I am married to Steve, who works at NYPHS and in that time we have had two children and now have four grandchildren. Their ages range between 3 years old and 10 years old. I have 3 grandsons and 1 granddaughter who rules the roost and organises the boys when they are all together.

Our eldest son Mick is Manager of Langmeil vineyards in the Barossa and our youngest son Jamie is Manager of Foodland fruit and veg in Wallaroo.

I enjoy spending time with my family and love travelling around. I enjoy working with you all and hope to be a part of your lives for a while longer.

AUXILIARY NEWS

The next Star of the Sea Auxiliary meeting will be held on 1st November at 10:30am in Social Area, which will be the last one until February 2017. Our Fete saw beautiful weather, all went well although our takings were down from previous Fete's it was still a great effort by all who helped prior and on the day. A special thankyou goes to those extra helpers who filled in the gaps and also to Oddy who returned for the day and anyone who supplied items for our stalls.

We will be getting our Christmas Raffle underway shortly, so hope you all continue to support our next fund raiser. Cards are held every Tuesday afternoon in the social area. New players always welcome.

**PASTORAL CARE CORNER
SISTER SHIRLEY**

November—the month of remembrance
 We gather to remember those who have given their lives in war so that we may live in peace. May we honour them by the way we live. We gather to remember those who have met their God during this last year. May we grow in love because of them. We gather as families to remember those who no longer live among us. Let us pray to our God for their protection. Many of us will be remembering things we could once do but cannot do today because of frailty. Let us be grateful for what we are able to do. As we remember let us be mindful of our God who loves us in spite of our frailty.

Starz

Hair & Beauty

Salon

Opening times

Every second

Tuesday and each

Wednesday, Thursday &

Friday

Please refer to

Calendar

The Terrace Cafe

Open
 Tuesday and
 Thursday
 9:15—11:15 am

Care Recipient's Meeting

November 2nd
 Sisters of St Joseph Lounge
 At 10:30am

Waxing

Please see Julie at
 Starz Beauty Salon
 By appointment only
 Wednesday, Thursday &
 Friday

Podiatrist

The Podiatrist will be
 visiting on
 22nd November
 2016



Sheryl will be attending Star of the Sea every 2nd and 4th Wednesday of the month for nailcare

VOLUNTEER NEWS

- We would like to welcome Joan Mollentze to our group of volunteers. Joan has offered her services for any small sewing repairs that residents may need done. If you have anything please let Cindy know and she will organize Joan to collect.
- Any volunteers available to help for Melbourne Cup 1st November, Carols night (30th Nov) and Residents Christmas Party (9th Dec) please let myself or Danielle know
- Please check pigeon holes regularly
- Remember to wear safe closed in non slip footwear
- When handling food please wear apron, hat and gloves.

**Activity of the Month****HIGH TEA****Laundry labels**

Websites for Families wishing to purchase labels for Care Recipients clothing

ozlabels.com.au

Iron on \$24 for 70

Sew on \$28 for 60

brightstarkids.com.au

Initial Dots \$10.95 for 34 labels

Name labels \$13.95 for 30 labels

Star of the Sea Reminder

A reminder that it is the responsibility of Care Recipients or family members to ensure funds are available to have hair done at the Hairdresser.

VERSE

When you can't control what's happening,
challenge yourself to control the way you
respond to what's happening
That's where your power is!