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

August 2018, Issue 8

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Inserts

- *Calendar*
- *Search for a Word*
- *How to Advocate for yourself and others*
- *Charter of Care Recipients rights and responsibilities in Residential Care*
- *Your care plan in Residential Care*
- *Complaints Journey*
- *I have a concern*
- *For the rights of older people*
- *Hazard reporting Policy & Procedure*

Care Recipient's Birthdays:

AUGUST

W Kakoschke 2nd
P Double 4th
G Davies 7th
N Lycett 8th
J Gogilis 10th
J Morgan 16th
J Bull 18th
C Riddle 19th
J Reardon 25th
V Gertau 28th

CARE RECIPIENTS' NEWS

Care Recipients meeting held on 4th July 2018.

- I have a Concern DVD watched and explained
- Pamphlets given out & explained
  - Your care plan in Residential Care
  - For the Rights of Older People
  - I have a Concern
- If meals are cold or go cold while eating them, please ask staff to reheat.
- Bus Not Required

The next Care Recipients' Meeting will be held on 8th August 2018 at 10:30am in SOSJ lounge, all *welcome.*

Care Recipients enjoying the music by Entertainer Peter Symons

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 at SOTS 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 discarded.

ACTIVITIES

Hello everyone,

We thank all the Residents and Staff who generously donated to our Australia's Biggest Morning Tea, we thank you sincerely and know that all money goes to a wonderful cause, to fight Cancer. We have received a thank you certificate for our donation of $138.90.

Also, there will be bocce, bingo, armchair travel, cooking, pet therapy, footy tipping, Church Services, reike, hand massage, happy hour, down memory lane, café, memories, guess the tune and Volunteer 1:1.

This month we have a Morning Tea to celebrate Father Popes 93rd Birthday in the Church Social area on the 15th August at 10:30am. All residents, staff and volunteers welcome.

We will be having Men's Afternoon Tea on the 30th August at 2:00PM in the Mary MacKillop Dining room, it would be lovely to see all of our Male residents attend for an afternoon of fun.

Also on the 30th, we will be offering an Asian Lunch. Of course, if you wish to have something different, please see the Kitchen Staff.

Our Hairdresser is available on Thursday's and Friday's from 9:00AM. If you require an appointment, please ask staff to assist you.

Cindy

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

Care Recipients at Star of the Sea enjoy Christmas in July

Community Care Clients enjoy Christmas in July at Star of the Sea

From the DON's Desk

Hello everyone,

This month I would like to acknowledge the participation & contribution of our Volunteers, who give so much of their time to our Residents.
We thank you all for the very special gifts you all bring to our home, every time you visit. Thank you

On August 19th Monsignor Ray Pope will celebrate his Birthday. SOTS wishes to advise staff & Residents that a special morning tea has been arranged & all are welcome. Monsignor Ray Pope is currently celebrating 70 yrs of priesthood with a Mass on Sat 28th July at SOTS and also with a special Mass held on 29/7/18. We at the Diocesan Cathedral would like to congratulate Fr Pope & hope he continues his mission.

On June 18th we had a Health Inspection of our food service practices by Jan Truter, Environmental Health Officer, Copper Coast Council. Jan was very pleased with our compliance & congratulates Amanda & her staff on their excellent result.

A reminder to all residents that any new electrical items you may have purchased need to be tested & tagged prior to use. We prefer this is done by David our Maintenance Officer & provide this service at a minimal cost of $6 per item. It is a requirement that any moveable electrical item is retagged every 12 months.

Thank you to our Residents & families who have previously participated in our recent Resident Satisfaction & Meal Surveys. These surveys will be distributed to residents again shortly & results will be collated & included in the Stargazer. We greatly appreciate your feedback as this assists us in improving the quality of care & service we provide to you. We are always open to suggestions & feedback is welcome regarding any aspects of care & services provided to you.
Than you for everyone's cooperation during the police incident within the town, it was greatly appreciated.

If any visitor/family members are experiencing any flu like symptoms please refrain from visiting until symptoms resolve.

Darylin our AGM is away on Annual Leave overseas. We hope she has a wonderful relaxing time & returns rejuvenated prior to our Accreditation Audit in September. If anyone needs assistance during this time please see the RN, Robert or Myself.

Thank you to all involved in our Christmas in July celebrations. The residents enjoyed the lunch thoroughly. Special thanks to all our kitchen staff for a beautiful meal.

Theresa Hewett
Director of Nursing

Go Swans, Eagles, Port Power & Port Adelaide

Friday Funnies

A Lexus mechanic was removing a cylinder head from the motor of a LS460 when he spotted a well-known cardiac surgeon in his garage. The surgeon was there waiting for the service manager to come and take a look at his car when the mechanic shouted across the garage, "Hey Doc, want to take a look at this?"

The cardiac surgeon, a bit surprised, walked over to where the mechanic was working.

The mechanic straightened up, wiped his hands on a rag and asked, "So Doc, look at this engine. I opened its heart, took the valves out, repaired or replaced anything damaged, and then put everything back in, and when I finished, it worked just like new. So how is it that I make $67,000 a year and you make $885,000 when you and I are doing basically the same work?

The cardiac surgeon paused, leant over and whispered to the mechanic.....

Try doing it with the engine running."

Religious Services

Catholic Services
Tues: 9:30am
3rd Tues: 10:00am
Thurs: 9:30am
Sat: 6:00pm

Anglican Services
2nd Wednesday
of the month
10:15 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
2:30pm in Sisters of Saint Joseph Lounge

Uniting Services
1st Friday
of every month
10:30am

In LCM Lounge

Bible Stories
Each Friday
12:30pm
with Ros and Maxine

SOSJ Lounge

Community Care Corner

What a beautiful setting Christmas in July was. We had over 30 people attend the celebrations. Once again the food was scrumptious and the laughter and chatter was lovely to hear. Thank you to everyone who came and the staff who assisted with transport. We look forward to our Christmas party in December so we can enjoy all the festivities again. Please enjoy the photo's of the enjoyable outing.

We are organising a trip to Virginia Nursery in October when the weather is warmer. Please could you register your interest with the office so we can organise enough transport for everyone who would like to go. This was a popular request so we are very excited about a great day out!

Thankyou to everyone for your support with the change of our policy in regards to Home Care Workers having chemicals in their cars. If you have any concerns in regards to this change, or purchasing your own chemicals, please ring Jenny at the office.

It has been brought to our attention that there are many phone scams currently circulating the community. Please do not give anyone your bank or credit card details over the phone. If you are at all concerned, please call the office and we will follow up on the phone call, and if a scam, report it. Once again, with the recent local events involving the Police, I want to remind everyone to keep their doors locked even when at home. If you see anyone you don't recognise in your area, please report it to the Police.

The flu season is now upon us. I encourage anyone who hasn't had a flu injection to do so. There have been reported cases of influenza A. Flu symptoms are fever, headache, tiredness, muscle aches and confusion. Please see your Doctor if you have these symptoms which can start suddenly and last for a week. Washing your hands regularly, covering your mouth and nose when coughing or sneezing and staying at home when unwell well prevent the spread.

Just a reminder, the staff have some training on Wellness and Re-ablement on Thursday August 2nd from 1-4PM. We appreciate your flexibility and understanding with the rescheduling of your service.

Once again, I would like to encourage everyone to give feedback about their service or suggest new ideas. What works well and what doesn't.. We are here to deliver the best quality service and your feedback is extremely important in this process. If you want to remain anonymous, we have feedback forms in your home folder or you can call Darylin, the Area General Manager on 0417 838 001.

Thank you once again for all your lovely comments, loyalty and support.

Happy Christmas in July!
Jenny and the Community Care team.

Auxiliary News

Staff Birthdays:
AUGUST

D Wenham 7th
S Hebberman 8th
A Della Torre 21st
L Riemann 24th
J Moseley 24th
J Williams 28th

Staff Dates to Remember:

Thur August 2nd

- HCP Meeting

Wed August 1st

- Staff Meeting

Mon August 20th

- Combined CQI and WHS&IC Meeting

Next Star of the Sea Auxiliary Meeting will be held on Tuesday 18th September at 10:30AM in the Church Social Area. New members most welcome.
Our next purchase is sheer curtains in the Social Area, which should be up shortly. The slow cooker, deep fryer (for kitchen), and chairs for each residents rooms are now in use.
Cards played Tuesdays at 1:30PM in the Church Social Area. $3 includes Afternoon Tea. New players welcome

REMINDER

Reminder to Care Recipients that if family take them out of the facility to notify the:
RN in Ray Pope Wing, EN in Little Company of Mary Wing, and EN in Mary MacKillop Wing.
Please sign in & out using the activity register found in Little Company of Mary and in Admin
Thank you

Visitors and care recipients are requested to place furniture back where taken from.
Or to ask staff to assist with this, as furniture is ending up in strange places
Thank you

Starz

Hair & Beauty Salon
Opening times

Thursday & Friday

Please refer to Calendar

The Terrace Cafe

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

Waxing

Please see Julie at Starz Beauty Salon

By appointment only Thursday & Friday

Podiatrist

The Podiatrist will be visiting on the 7th August RP & MMW 28th August 2018 in LCM wing

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

Care Recipient's Meeting

August 8th
Sisters of Saint Joseph's Lounge
10:30AM

VOLUNTEER NEWS

On the 15th of August there will not be any morning activities as you are all welcome to attend Father Pope's 93rd Birthday Morning Tea in the Church Social Area, at 10:30AM

Please Check your pigeon holes for any updated information regularly.

Thank you for your cooperation

Cindy

Giraffe

Whilst they may eat a lot, giraffes don't drink much water. This is because they get most of their water from their leafy meals, and only need to drink once every few days.

To see who is stronger, males (called bulls) fight by butting their long necks and heads. This is known as "necking". These fights aren't usually dangerous, and end when one bull admits defeat and walks away.

Female giraffes give birth standing up. The result? Newborns are welcomed to the world with a 1.5m drop to the ground! Ouch! But these infants are quick to get on their feet—within 30 minutes they are standing, and only hours later they're able to run with their mothers.

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.

On a sunny Sunday afternoon
when the sky was bright and blue
Graham Krieg went out and about
and Eleanor went along too!

The sea could be described as flat
No billowing waves this day
But the wind was cold and we NOT bold
Retreated to the Smelter Café.

The coffee there is very good—and ..
why not add a biscuit??
Chocolate, fruit—and a centimeter thick
I think that we should risk it.

Risk it we did and as we will see
As our belts we will gradually loose
that it's better by far to have fat on your arm
than to go around looking quite grue-some.

Our Maintenance man David gets snapped whilst busy working

Carol Leaney is happy to do any clothing alterations for the residents. Just leave a message for Cindy and she will arrange pickup. A gold coin donation would be a nice gesture to thank Joan for her time.

VERSE

When you can't change the direction of the wind,

Adjust your sails