



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 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



December 2018, Issue 12

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Inserts

- Calendar
- Search for a Word



Care Recipient's Birthdays:

DECEMBER

C Wolfe 5th
I Clarke 13th
C Miller 13th
J Samuel 13th
M Clarke 16th
M Wiltshire 22nd

CARE RECIPIENTS' NEWS

Care Recipients meeting held on 7th November 2018.

- A message from former DON T Hewett: Enjoying her new job but missing our beautiful Residents
- Bus trip discussed. Those who attended stated that they enjoyed it and look forward to future outings
- Request for Vince Ivens to return to play more music for the residents in the near future
- We reflect on our Memorial Mass held in November, and the importance of remembering those we love.

The next Care Recipients' Meeting will be held on 6th December 2018 at 10:30am in SOSJ lounge, all welcome.



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 Reminder for personal fridges to be cleaned by Care Recipient or family and out of date food to be discarded.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

Hi everyone,
It is with mixed emotions that this report is being written by us. As you would mostly be aware by now, our activities coordinator Cindy is no longer working with us at Star of the Sea. On a selfish note, we, along with everyone at Star of the Sea are missing her terribly and appreciate all of her work and effort that she has put in during her time at Star of the Sea. But on a brighter note, we are happy that she will have time to attend to some health issues and devote her time to her other passions.

November has been a very busy month with Memorial Mass, entertainment by Vince Ivens, Star of the Sea 40 Year Celebrations, Fashions by Jadee's Fashions and Christmas cheer by the Kadina Wallaroo Moonta Band. December looks even busier in activities with the Star of the Sea Resident's Christmas party, a pop up shop of Christmas Gifts by Coralie, and the all important stirring of the pudding. While we are discussing Christmas, we are again running our competition for decorating your door with Christmas cheer. There will be prizes for the best doors.

We will also have a new doggy visitor, Daisy, who if she behaves herself, will become a regular. As always, we will continue to have most of our regular favourite activities of Bocce, Bingo, Wordboard, Happy Hour, 1:1 Visiting, Armchair Travels & Cooking. The last Terrace Café for 2018 will be held on the 13th of December, so please, if you have something Christmassy, we would love to see you wearing it.

May all Residents, Family, and Friends have a wonderful Christmas and we look forward to seeing you all in the New Year.

Love, Joy & Best Wishes,

Danielle, Jan, Anna & Gaylia



STAR OF THE SEA 40 YEAR CELEBRATIONS



FROM THE AGM'S



The true spirit of Christmas shows us that love is for everyone. No one is beyond its reach.... The Prince Of Peace whose birth we celebrate is an inspiration to us all. Our Aged Care Facilities of Star Of The Sea and St Joseph's House and our Community services at both Yorke Peninsula and now Port Pirie, have amazing staff and volunteers, and at Star Of the Sea a wonderful auxiliary. Our staff respect and value all our care recipients whatever the faith base or none . We thank our staff, volunteers and Auxiliary for their commitment and loyalty in the past twelve months. On behalf of the Board of Management, and the staff We wish our wonderful residents and clients a Christmas filled with Hope and Joy In equal measures.

Warmest regards and Christmas blessings,

Darylin Cowling



Visitors are requested NOT to allow care recipients unknown to them to exit the building please.

Family Meetings to Improve Communication
 Family Meetings are available with Clinical staff, should you require one.
 Please make an appointment by ringing 88230 000.

Darylin Cowling
Area General Manager

Friday Funnies

Once upon a time, there was a policeman that saw a man sitting in a car with a tiger sitting next to him. The police officer said, "It's against the law to have a tiger in your car. Take him to the zoo."

The next day the police officer saw the same man in the same car with the same tiger. The police officer said, "I thought I told you to take that tiger to the zoo."

The man replied, "I did. He liked it. Now we're going to the beach."

SYMPATHY

Sincere sympathy to the Family and Friends of the late

- M Orford
- V Gertau
- R Parker

They will be sadly missed



Religious Services

Catholic Services

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

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

Jingle Bells, Jingle Bells... By the time you receive this edition of the Stargazer, we would've had our Christmas Party. There has been much planning this year and I think everyone will be laughing for many weeks to come. I would like to thank everyone for their support of the event, because without the people attending, there would not be a Christmas Party. Please look out for the photos in the next Stargazer and future editions of the Country Times.



Speaking of Christmas, can everyone start thinking about the services you receive over the holiday season. Some staff, including office staff, will be on holidays over that time but all services will still be provided (could be an alternate Home Care Worker) as per normal, except on Public Holidays.

The office will not be open on Public Holidays, but if you have a non-urgent enquiry, please leave a message on the answering machine and it will be attended to on the next business day. For all medical emergencies you are reminded to ring 000. If you receive a weekend/Public Holiday Service, there is an after hours on call mobile, 0488 514 139. This number cannot receive text messages, so you must call and speak to the on-call person. This way you know your issue has been acknowledged and/or resolved.

If you are cancelling your service, if possible, please ring in office hours (we know emergencies can happen). We require at least 24 hours notice, or before 3PM the day before. Your package will be charged the full service if sufficient notice is not given for service cancellation for non-emergencies.

The last Morning Tea at Star of the Sea for 2018 is Thursday the 13th of December. Morning Tea's will resume on Tuesday the 15th of January 2019. If you enjoy the social outing on these days, your Care Worker is available to transport you to another social outing or your Christmas shopping!

I would like to draw everyone's attention to the upcoming Summer heat, and potential for extreme heat and bushfires. Also, please be aware of the possibility of a power outage. It's suggested that you have a battery operated radio handy for the latest CFS updates and all devices (mobiles) kept fully charged for use in a power failure. A bushfire safety and extreme heat brochure is enclosed for your information.

Now that we have all the formalities addressed, I would like to wish everyone a Merry Christmas and a great start to 2019. We hope you enjoy the festive season with family and friends (including your adorable pets!). If there is anything Star of the Sea can do to assist with your Christmas plans, please do not hesitate to call on us. Care Workers love to Christmas shop and wrap presents, it spreads the joy of giving!

Glad tidings to you all, and God Bless.

Merry Christmas!

Jenny and the Community Care Team



AUXILIARY NEWS



Auxiliary has had it's last meeting in November 2018. We will resume on the 3rd Tuesday of February 2019. Cards finished at the end of November 2018, and will start again in February 2019. 4 slide sheets for princess chairs are the next thing to be funded by the Auxiliary. Our Christmas raffle is underway once again. Thankyou to all who continue to support this fundraiser. Congratulations on the 40th anniversary of Star of the Sea. A job well done! We wish Cindy all the best in her retirement from duties at Star of the Sea, hope she experiences better health in the near future.

Staff Birthdays:

DECEMBER

- H Cox 3rd
- C Miller 7th
- L Dorrell 11th
- K Harkness 13th
- S Newton 16th
- T Edwards 19th
- G Pratt 24th
- R Miller 26th

Staff Dates to Remember:

Thur December 6th

- HCP Meeting

Wed December 5th

- Staff Meeting

Mon January 21st 2019

- Combined CQI and WHS&IC Meeting

REMINDER

Reminder to Care Recipients that if family take you out of the facility please 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

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

Waxing

Please see Julie at Starz Beauty Salon

By appointment only Thursday & Friday

Podiatrist

The Podiatrist will be visiting on 18th December 2018 in LCM

The Terrace Cafe



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

Care Recipient's Meeting

Thursday December 6th
Sisters of Saint Joseph's Lounge
10:30AM



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

VOLUNTEER NEWS

Christmas greetings to our amazing volunteers! Jan, Anna, Gaylia & Myself wish to thank you all so very much for all of your assistance throughout the year, but more specifically, during the transition period with the departure of our AQ, Cindy. I hope each and every one of you understands how valuable the time is that you spend here at Star of the Sea, and how much Joy you bring to the Residents. We are so very lucky to have you all and if you know anyone as beautiful as you all are, we would love to have some more volunteers join our SOTS family. If there is anyone you can think of or recruit, please let Jan, Anna, Gaylia or Myself know. Speaking of beautiful and amazing people, someone very special to us all is turning 90 on the 12th of December. We would like to wish Marjory Jackson a very happy birthday and thank her so very much for the many years of love and dedication that she has blessed Star of the Sea with. Thanks also to Nyree for assisting with the Melbourne Cup, and all of the volunteers that assisted in Memorial Mass and the 40th Year celebrations. We honestly would be lost without you. Thanks so very much to Pam, Jan and the Auxiliary for donating money to activities for the purchase of artificial roses for the Memorial Mass. Hope that you all have a wonderful Christmas with your families and look forward to seeing you all in the new year.

Love & Best Wishes, Danielle, Jan, Anna & Gaylia

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

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.

Activities during the Month

Exercises: includes sitting exercises, using Thera bands, dumbbells, foam noodles, balls, stretching and movement.

Armchair Travel: Travelling the world through pictures and stories with a religious influence.

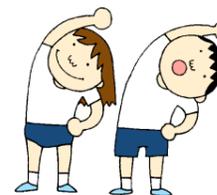
1:1: Volunteers/staff spending time with a single resident doing an activity on an individual basis. E.g. talking, playing a game, reading, beauty therapy, movies.

Happy Hour: Residents enjoy a drink of alcohol, soft drink, juice, tea or coffee, with some nibbles and enjoy an afternoon with reading, facts and figures information, music, word board or quiz.

Nail care: Gaylia will clean and cut residents fingernails

Bookings for the Hairdresser/Beautician, see staff in your area.

No bookings for activities are required unless stated on Calendar.



VERSE

'At this Christmas season, may God's love fill your heart with the kind of perfect peace only He can Bestow'