



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



February 2019, Issue 2

STAR OF THE SEA HOME FOR THE AGED

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

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#### Inserts

- *Calendar*
- *Search for a Word*



Care Recipient's Birthdays:  
**FEBRUARY**  
 K Keramidas 2nd  
 B Vasey 28th

## CARE RECIPIENTS' NEWS

Care Recipients meeting held on 2nd January 2019.

- Bus trip discussed with possible locations
- Residents present stated that they were more than happy with the food at Star of the Sea and grateful for the lovely meals provided
- Residents commented on how much they liked the quilts they received as Christmas gifts
- Discussed about having a larger copy of the activities calendar in the Dining Rooms. The meeting also thought it would be helpful if staff let residents know at Lunch time what activities are on for the day so that those interested can attend

The next Care Recipients' Meeting will be held on 6th February 2019 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 Reminder for personal fridges to be cleaned by Care Recipient or family and out of date food to be discarded.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

January saw a lot of sunshine, and the return of many of our Volunteers, which meant the recommencement of some of our favourite activities.

To celebrate Australia Day, the Kitchen provided a fantastic BBQ lunch and some residents prepared the Lamingtons. January also saw the first Star of the Sea 'Ugly Fashion Parade.' So many laughs. Those who didn't get there really missed something special. Photo's will be in the March issues of the Stargazer.

In February, we will start the month with some musical entertainment by Nedra and Bruce Hewett, we will have the romance of Valentines Day, celebrate all things American, and we will finish the month off with a High Tea. Would love to see you there.

Don't forget that February Is still hot. Please be sun safe!! Wear a hat, get a bottle of water to take with you from Reception, and if it is a hot day, please speak to staff before going out.

To celebrate Valentine's Day, Tahlia has hidden a Valentines image amongst the pages of the Stargazer. We will be hiding an image each month. Every person that finds 6 images, writes down what it is and what page it is on, or saves the page, will win a small prize in July.

Danielle





### FROM THE AGM'S DESK



It is February already! Children return to school, TV gets back to our favourite programs and Valentines day to be enjoyed.....

It is also the timeline, February 8th, for our response to a series of questions regarding a variety of areas being reviewed by the Royal Commission. Every aged care organization in Australia is required to respond. Many hours have been spent gathering and collating information for the Commission, who will then be able to take a whole of Industry approach to all Aged Care. We have provided complaint information for the past five years. Our Board and Management support the Royal Commission as an opportunity to advise the Commission regarding provision of high quality, safe care. I take this opportunity to thank our dedicated staff and volunteers for the wonderful job that they do.

Warm Regards,  
Darylin Cowling

### Friday Funnies

An argumentative drunk had been looking for a fight all afternoon in the local bar, finally aiming a punch at the man next to him.

The man ducked and the drunk, losing balance, fell off his stool on to the floor.

By the time he'd dusted himself off and picked himself up, his opponent had departed.

"Not much of a fighter, was he?" he slurred to the barman.

"Not much of a driver either, sir," said the barman, gazing out of the window. "He's just run into your car several times."



### SYMPATHY

Sincere sympathy to the Family and Friends of the late

Mrs I Clarke  
Mr J Reardon

They will be sadly missed



# 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



Already February 2019 and the Summer heat is continuing. Once again I would like everyone to refer to the fact sheet Star of the Sea sent in regards to keeping yourself safe in the heat. Star of the Sea residential facility lounge is available for refuge from the heat. This may be particularly needed if your air conditioning isn't working or has broken down (as mine did on the 47 degree day!) Please call the office and we can arrange transport to and from the facility. A meal is also available. Many people would've received a phone call from the office during the heat wave especially if you did not receive service during this time. Please also be aware that in cases of excessive heat, services such as cleaning and gardening will be rescheduled for worker safety and comfort. Air conditioning needs to be running and a comfortable temperature in all rooms if cleaning is to be provided on days of extreme heat.

Star of the Sea Community Cares next social function is lunch at "Noelenes Bookshop" in Wallaroo. This will be on Thursday March 14<sup>th</sup>. An invite will be sent out, so mark the date in your diary! I would like to organise another client advisory group so anyone who is interested in giving some honest feedback about the service is welcome. This is more of a discussion about the packages rather than a "social gathering". A cuppa and scones will be served though. The date will be Wednesday 3<sup>rd</sup> April at 10am at Star of the Sea lounge. I would like about 4 or 5 people, and carers are welcome as well. Any one who came to the last meeting is very welcome to come and you will receive a letter of invitation due to your past interest.

Just a reminder that Star of the Sea morning teas will resume on Tuesday 15th January 2019 in the front foyer of the residential care facility – All Welcome for a cuppa and scones. Also the staff are required to attend a Mandatory training day on Thursday Feb 7<sup>th</sup>, 1200 to 3.30pm and CPR training Feb 21<sup>st</sup>, 1030am to 1300pm so your service will be rescheduled at this time. Your Home care worker will discuss this with you. If you are cancelling your service, if possible please ring in office hours. (we know emergencies can happen) We require 7 days notice for leave. Your package will be charged the full service if sufficient notice is not given for service cancellation, non emergencies or HCW attendance.

The Australian Government now has a new Aged Care Quality and Safety Commission and have a new number to call in regards to "Do you have a concern?" The new number is 1800 951 822. Please find enclosed a copy of an informative brochure in regards to the role of this new service.

Just in closing your feedback is very important to us. Please either call the office with any concerns or fill in the Suggestions, Compliments or Concerns form located in your Home Care Folder. You can remain anonymous and extra forms are available from your Home care worker.

Looking forward to a great 2019 and thank you for allowing Star of the Sea Community Care be invited into your home and share your life.

Peace be with everyone and Gods richest blessings,

Jenny and the Community Care Team

### AUXILIARY NEWS



Next Auxiliary Meeting will be held on Tuesday 19th February 2019 at 10:30AM in the Church Social Area.

The Auxiliary are wanting some NEW members please.

Cards will resume on Tuesday the 15th of February 2019 at 1:30pm.



#### Staff Birthdays: FEBRUARY

- L Niotis 6th
- T Stewart 10th
- H Smith 12th
- J Redman 14th
- L Murphy 15th
- L Wood 26th
- A Heald 27th

#### Staff Dates to Remember:

##### Thur February 7th

- HCP Meeting

##### Wed February 6th

- Staff Meeting

##### Mon February 18th

- 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 12th February 2019 in LCM

## The Terrace Cafe



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

## Care Recipient's Meeting

February 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

Residents and staff have loved having the recommencement of activities in January. We also welcome some new Volunteers to our wonderful fold, Jill and Denise. We are so grateful to have these new volunteers and the joy that they bring to the residents. They are a great compliment to our amazing volunteer group. We are looking at holding a volunteer training day in July. We will let you all know more details soon.

Please remember that if you have any suggestions or issues at all, please see Jan, Anna, Gaylia, or Myself. The time that you give us here at Star of the Sea is so valued and your opinion is extremely important.

Much Love, Danielle x

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

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.

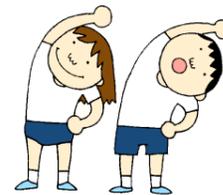


#### Star of the Sea Reminder

**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 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

*Give the ones you love wings to fly, roots to come back and a reason to stay.*  
*'Dalai Lama'*