



“Suggestions and Complaints” boxes 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 Consumers, 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 Lyndal Stanley (RSM) 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.



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Inserts

- *Calendar*
- *Search for a Word*



RESIDENTS NEWS

Residents Meeting held on the 8th of October 2019.

Overview from October Meeting.

-November Residents meeting held 28th October due to Melbourne Cup celebrations.

-Star of the Sea Residential Site Manager Lyndal Stanley attended the meeting to answer any questions or any feedback the residents have.

-Residents were reminded about the external services we have regularly visiting Star of the Sea ie Hairdresser, Podiatrist, Audiologist and Optometrist and to contact staff if in doubt about when they will be next visiting and how to organize an appointment.

-The new garden area in McKillop was discussed and noted how lovely it is looking. Noted how great it is to see so many utilizing this area now. Congratulations to Joanne the volunteer gardener and Kate Badenoch for her contribution.

-Residents were reminded that in the case of an alarm to stay where they are and wait for instructions, the sign in and out procedures, to contact David to undertake tagging and testing of any new electrical appliances and to keep their rooms clutter free. Residents were also reminded of the importance of having their clothing clearly labelled and that we welcome feedback, suggestions, or complaints and that suggestion boxes are located throughout the facility or alternatively to speak to a staff member.

The next Residents meeting will be held in December (Date to be Advised) 2019 at 10:30am in SOSJ lounge, all welcome.



Residents Birthdays:

November

4th Loris Darling

8th Ronda Stock

Happy Halloween

A wonderful effort by staff and Volunteers to make it a lovely day.



Collage of October



HELLO FROM THE RESIDENTIAL SERVICES MANAGER



Hello Everyone,
 Firstly, I can't believe how quickly time is flying by. Christmas decorations are popping up in all the shops so the silly season is fast approaching.
 During October, I have been busy concentrating on our staff roster and trying to get a system that works for everyone. This has been a huge job and I still have a long way to go.
 I have enjoyed getting to know all the RN's and EN's during their performance appraisals and I look forward to getting to know the Carers during this month and next. We have some incredible staff who are doing some wonderful things both inside these walls and outside in the community.
 I have enjoyed seeing our residents starting to get out and about in the beautiful weather we are starting to see. Please remember that as the weather heats up, we need to drink extra water and always wear sun protection. I love this time of the year.
 I look forward to the Melbourne Cup lunch and the opportunity to participate in my first Memorial Mass during November. The Activities staff are going to be very busy over the next few months.
 I hope to see you all out in our beautiful gardens. Our volunteers and staff do a fantastic job of keeping the facility looking neat and tidy. The sun is shining, the roses are flowering ... stop and take a moment to enjoy them.
 Yours faithfully,
 Lyndal Stanley
 Residential Services Manager

Friday Funnies

Did you hear about the Cheese Factory in France that exploded?
 There was nothing left but de Brie.

A father and son were talking and the son said 'dad I'm having a career change'
 father said 'is that wise in this economic climate?'
 son said 'yes should be fine I'm going to be come a garbage collector'
 dad said 'but your not qualified, even those jobs need qualification these days' and the son said 'its ok I'll just pick it up as I go along'

SYMPATHY

Sincere sympathy to the Family and Friends of the late
 Mr Geoffrey Whitwell
 They will be sadly missed



ADVANCE CARE DIRECTIVES

Advance Care Directives for all Residents is underway by Judi Niotis, so you can look forward to Judi contacting yourself or your next of kin in the next few months.

Religious Services

Catholic Services

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



The weather is certainly heating up after a few Spring days.. Thank you to the people who contacted the office interested in going to Pt Pirie. We have a trip leaving on 7th November for Christmas shopping. If anyone is interested in another trip in 2020 please let us know, either to Virginia Nursery or Pt Pirie or suggest a new place to visit! Things are certainly getting busier with all the Christmas celebrations so this will be our last trip for 2019.

Our Christmas party will be held on Thursday Dec 12th at 12 noon. We will be going to a local venue. After Christmas in July received such positive feedback we decided we would go out again instead of having the luncheon at Star of the Sea. Invites will be going out soon and the venue revealed!

The annual memorial mass will be held on 7th Nov at 10am here at the church at Star of the Sea. All are welcome

Can everyone start thinking about the public holidays over the festive period? Christmas day is Wednesday and the Thursday is also a public holiday. January 1st also falls on a Wednesday. If you require a service on the Public holidays please let the office know as soon as possible so we can coordinate staff.

I was very impressed with a client who has been thinking about the fire season. She had a wonderful idea about installing a fire extinguisher and fire blanket in the home. This costs less than \$50.00 and can be paid for by the package funds. Please call the office if you would like to explore this option.

Community Care have purchased some new cars so you may find your Home Care worker in a new Camry or Hyundai. We will be getting some Star of the Sea logos to smarten things up.

Client budget statements and invoices are sent out by mid month. Please call the office if you need an explanation of any of these. It can be confusing as the "Client statement" is not a bill to be paid but a statement of money received from the commonwealth government, contribution paid by you and the cost of the services provided. A positive number means you have funds to spend. A negative balance means you may have overspent. This can happen sometimes if you have a weekend service, an extra Allied health or Drs visit or wound care. It just means adjusting the services in the next month by decreasing the length of time the HCW provides a service. ie if you have 2 hours of cleaning just reduce it to 1.5 hrs short term until the budget is back in the positive. It is in the best interests to have the budget in the positive by about \$800 to \$1000 to allow for increased service in times of crisis.

On a sadder note we will be saying farewell to our Area General Manager, Darylin Cowling. Darylin will be finishing at the end of December, to be closer to her family and starting a new job in a smaller residential care facility in Adelaide. Her family will be very grateful to have Darylin home by their side but of course we will miss her leadership and support. A sad farewell indeed for Star of the Sea.

I look forward to seeing everyone at the Christmas luncheon, but until then,

Gods Richest Blessings,

Jenny and the Community Care Team

AUXILIARY NEWS

Staff Birthdays:



- NOVEMBER
- 5th Fiona McAllister
- 8th Pauline Lewis
- 11th Amanda Howell
- 11th Briony Waters
- 17th Zijing Fang
- 18th Anne-Louise Dutschke
- 20th Tahlia Lang
- 21st Emelyn Lockwood
- 26th Tyler Finlay
- 30th Melinda Yelland

NEXT AUXILIARY MEETING: Tuesday November 19th @ 10:30am, in the Church social area. New Members Welcome. This will be the last meeting for 2019, next will be in February 2020.

Our Christmas Raffle is almost ready for selling. First selling day at Foodland Friday 22nd November. If anyone is available to help with that it would be very appreciated.

We Have recently funded a Digital Weighing Chair for the Home.

Cards will be on Tuesdays at 1:30PM also in the Church Social Area, New Players Welcome—\$3.00 which includes afternoon tea.

Cards will continue till the end of November then will recess until February 2020.



Staff Dates to Remember:

Mon November 25th

- Combined CQI and WHS & IC Meeting

Wed December 4th

- Staff Meeting

Thurs November 7th

- HCP Meeting

REMINDER

Reminder to Residents 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

Quote: “Blessed are we who can laugh at ourselves for we shall never cease to be amused.

-Proverb”

Visitors and Residents 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

By Appointment from 9am onwards

The Terrace Cafe



Open Tuesday and Thursday

9:15—11:15 am

Residents Meeting

December (Date to be Advised) 2019
Sisters of Saint Joseph’s Lounge
10:30AM

Waxing

Please see Julie at Starz Beauty Salon

By appointment only
Thursday & Friday

Podiatrist

The Podiatrist will be visiting on 19th November 2019 in the HOSTEL



Hand Massage every Monday and Friday with Venita

FROM THE AGM'S DESK



November the month that stops the nation!
The Melbourne Cup is truly an international event and we hope that you all enjoy the day at Star Of The Sea.

We remember the fallen on November 11th and pray for Peace, and pray for all our Veterans, our lives may be very different if they did not undertake their roles at times of active service and in Peace keeping.

As you would have heard by now, I am returning to Adelaide in the new year. It has been an honour and a privilege to share in the lives of our Staff, Residents and families. The Board are actively recruiting and are advertising Australia wide to source a replacement, we will keep you informed re this matter.

The senior staff remind you that our door is always open.....
Darylin Cowling

VOLUNTEER NEWS

Hi, hope you have all been enjoying the sunshine. Thanks, so much to Nyree Goss for volunteering to help for Melbourne Cup. We still need help for Carols by Candlelight (27th November) and the Residents Christmas party in December. If you can give us a hand, please contact one of the activities girls.

Sadly, we say goodbye to our wonderful volunteer Jill. We will miss you so very much and thank you for everything you have done while part of our SOTS family. Thank you from the bottom of our hearts!

This year SOTS will be producing Christmas Cards with art work of the Residents for sale. Please contact myself, Jan, Anna or Gaylia if you would like to purchase some.

May you keep cool during the heat and your horse for The Cup not be scratched or still running XX Danielle XX

Carol Leaney is happy to do any clothing alterations for the Residents. Just leave a message for Jan, Anna or Danielle and they will arrange pickup.

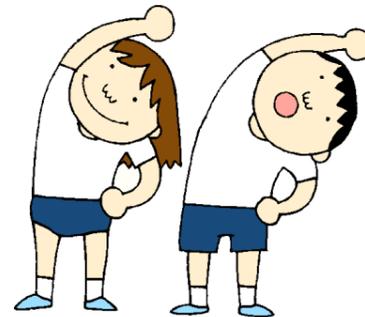


Star of the Sea Reminder

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

Activities during the Month

- Gardening with Jan and Anna
- Cooking with Jan and Anna
- Cards in MMW with Jan and Lindsay Weir
- Exercise with Danielle and Denise
- Happy Hour with Gaylia
- Hairdressing/Beautician- see staff in your area
- Nail Care with 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
Women's Information Service	1800188158
National Dementia Helpline	1800100500
MY AGED CARE	1300422232
After hours GP Helpline	1800022222
AGED RIGHTS ADVOCACY	1800500853