



“Feedback” boxes are situated in Admin and Lounge areas throughout the Home.

FEEDBACK



FEEDBACK 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). 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*
- *Crossword*
- *Word Search*



Resident Birthdays March

1st	Shirley Daniel
5th	Brenton Ryan
6th	Stan Wearne
8th	Colin Rundle
11th	Betty Brooks
15th	Myrene Davies
24th	Mary Cock
26th	Bruce Roberts
27th	John Smith
29th	Ken Darby

RESIDENTS NEWS

Residents Meeting held on the 3rd February 2020

- Gaylia reminded residents that her Fabulous Football tipping will resume soon.
- Madge Graetz Memorial Day was discussed and her Eulogy was read for the residents.
- Residents in attendance stated that they didn't have any issues and that the meals were beautiful.
- Residential Services Manager, Lyndal Stanley, attended the meeting and reminded the residents that her door is always open for them if they wish to discuss anything or if they have any questions or suggestions. Lyndal also informed the residents that St. Josephs in Port Pirie recently had a visit from the Aged Care Accreditors and let the residents know that she is expecting that we too will shortly have a visit. Lyndal let the residents know that the process normally involves residents and their families being spoken to about the facility.
- A resident who was unable to attend the meeting wanted to have it recorded in the minutes that she had concerns about wandering residents coming in to her room. It was discussed with the resident reporting to staff and complaints mechanisms and that Activities staff will be following up with the resident regarding this issue.
- Residents at the meeting were reminded to always sign the in/out book and/or let staff know where they are going and when likely to return. Residents were also reminded that if an alarm sounds to stay where they are unless directed otherwise by staff, to make sure all clothing is clearly marked, to keep rooms clutter free and tidy and to contact David to tag and test any new electrical appliances.

The next Residents meeting will be held on 2nd March 2020 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

Sunday Mail

Sun: 10:30am

FAMILIES

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

2. Residents/ 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 Resident or family and out of date food to be discarded.

ACTIVITIES

We hope everyone enjoyed their Valentine's gifts which were made with love by some of our residents. To complete Valentine's day some of our residents made love heart biscuits which were beautifully dipped in chocolate and decorated.

In February a few of our residents went to visit Estia in Kadina, those who attended commented on how much they enjoyed their outing.

The kitchen girls hope you enjoyed pancakes for Shrove Tuesday and that you all enjoyed flipping some pancakes in our Thursday cooking.

In the first week of March we have the beautiful children returning for Intergenerational Play Group.

On Tuesday the 10th March we have a representative from Aged Care Rights visiting to hold a resident's information session in the MacKillop Lounge. Please request to see an Activities Staff member if you would like more information.

We are also so very fortunate that Vince Ivens has agreed to come and play for our wonderful residents again on the 12th March.

On 17th March we will have the luck of the Irish with St Patrick's Day and the fantastic kitchen girls will prepare some Irish Food on the Thursday that week to coincide.

During March, Gaylia's football tipping competition will commence, and Jan and Anna will be getting crafty with some Easter inspired craft.

I on the other hand have just returned from an Active Aging Workshop with some fantastic new ideas for exercise classes that I can't wait to try out.

Anna has returned from the sunshine in Bali just in time to do her Achievements and Acts of Kindness Awards.

This month they have been awarded to:-

- Kate Badenoch - for making gifts for other residents
- Ken Darby - for kindness
- Roma Bryan - for kindness
- David Wenham - for helping staff throughout the day
- Karen Collins - for all of the beautiful craft items she makes for residents
- Lyndal Stanley - for dedication to Star of the Sea and her staff

As we always remind you, if you have any suggestions, ideas, complaints we want to hear them. Please ask any staff member to see Gaylia, Jan, Anna or myself (Danielle) or you can place a suggestion in the suggestion box or ask any staff member to assist.

Have a wonderful March!

Valentine's Cooking, Bocce, and Spanish Food Day



Visit to Estia



FROM THE RESIDENTIAL SERVICES MANAGER'S DESK

Hello Everyone,

This year has got off to a cracking start and I would love to see things settle down in the near future. There have been a few changes around the place and here is a quick run down.

Firstly, we have been busy recruiting lots of new staff. These include Nurses, Carers and Domestic/Catering staff. We have some very young and enthusiastic carers. It is wonderful to see new faces around the building, please make them feel welcome.

With the new staff on board, we will also be increasing our staffing levels throughout the building. Star of the Sea has increased in our number of residents and I am excited to be able increase our staff levels. Increasing staff does not just happen overnight. I have had numerous meetings, catch-ups and discussions with my Senior team and many of the staff on the floor. This new staffing model will commence at the start of March for an undetermined trial period. We may need to adjust the hours during the trial period. We will be introducing completely new shifts so please be patient while all these new changes happen and staff become more familiar with the changes.

Finally, and this is fantastic news for everyone, I am currently recruiting a dedicated Laundry person. During March, I will be appointing a Laundry person who will be here Monday to Friday. The Laundry person will be able to label clothes, replace buttons on shirts and ensure everyone's personal items are returned with care.



As Gaylia often says to me ... "how ya paddling"! She is referring to a duck on a pond. Peacefully moving across the water while the little legs underneath are paddling like crazy.

This sums me up perfectly.

Please remember, my office is always open and feedback from residents, resident families and staff is always appreciated.

Yours faithfully,
Lyndal Stanley
Residential Services Manager

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.

Friday Funnies



A police officer in a small town stopped a motorist who was speeding down the main street.

"But, officer," the man began, "I can explain!"

"Just be quiet," snapped the officer. "I'm going to let you cool your heels in jail until the chief gets back."

"But, officer, I just wanted to say..."

"And I said to keep quiet! You're going to jail!"

A few hours later the officer looked in on his prisoner and said: "Lucky for you that the chief's at his daughter's wedding. He'll be in a good mood when he gets back."

"Don't count on it," answered the fellow in the cell. "I'm the groom."

SYMPATHY

Sincere sympathy to the Family and Friends of the late

Ray Bailey
&
Janos Fadjas

They will be sadly missed



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

It is very exciting times at Community Care with the news that our facilities will be receiving a facelift and as part of the refurbishment we will be providing a welcoming and comfortable space for our clients, visitors and staff.



We currently have our Architects drawing up plans and I will keep you informed of our progress over the coming months.

A big thank you to everyone who purchased raffle tickets for our Valentine's Day raffle and congratulations to the following winners;

1st prize Noni Peters

2nd prize Amanda Howell

3rd prize Gina Pring

4th prize Mrs Evans

The money we raise is going towards purchasing a coffee machine for all community care clients, visitors and staff to enjoy.

We are now in the process of organising a Mothers Day raffle and a Mothers Day pampering day.

With the football season fast approaching we are putting it out there, if any clients are interested in being involved with a football tipping competition, please let us know if you are keen to participate.

As part of our commitment to improving our services we are setting up a client advisory group and are looking for volunteers to join our group and help us to plan social events and activities that all our valued clients can enjoy. Please let the admin staff in the office know if you want to be involved.

There is also an exercise program at the Star of the Sea which everyone is welcome to attend, for those interested, our wonderful carers will pick you up and take you home after the session.

Also, just a reminder that the Adelaide Cup public holiday is on Monday 9th March and this may cause some minor disruptions to your normal services on this day.

All services are normally cancelled on Public Holidays unless you notify the office that you require services on this day.

Please remember that Public Holiday rates apply, and you will require sufficient funds in your package to receive services on Public Holidays.

We as a team are committed to delivering high quality community care services to our valued clients and welcome any new referrals or introductions.

We are also able to provide a comparison of how our packages compare to other providers in terms of the services and value we offer.

We continue to value your feedback, so please fill out the forms provided with any positive or negative feedback so that we can continue to improve our service delivery.

Keep Safe.

Melinda Yelland
Community Care Manager

AUXILIARY NEWS

The next Star of the Sea Auxiliary Meeting will be our AGM and is to be held on Tuesday 17th March at 10.30am in Social Area of the Church. New members welcome.

Staff Birthdays:
MARCH



- 3rd Brooke Strudwick
- 9th Tiana Geldart
- 10th Moira Toome
- 11th Maggie Penney
- 12th Tanya Gosling
- 15th Hazel Kirlew
- 22nd Karen Collins

Staff Dates to Remember:

Mon March 16th

- Combined CQI and WHS & IC Meeting

Thurs March 5th

- HCP Meeting

Wed April 1st

- Staff 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. Thank you

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

March 2nd 2020
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 10th March 2020 in Hostel



Hand Massage every Monday and Friday with Venita

VOLUNTEER NEWS

Hi,

Hope our beautiful volunteers are all well.

Some of you have been fortunate to have met or worked with our beautiful young volunteer, Izzy.

Izzy is heading off to University and while we are happy for her, we sadly won't be seeing her as often. We have been very grateful for the short amount of time we have had her with us and look forward to her popping in now and then.

We are also very fortunate to welcome a bright new volunteer Mira. Mira will be at Star of the Sea on Monday and Tuesday mornings. I am sure that everyone will make her welcome.

We are looking at holding a training day in late June and will give you a definite date shortly. As always please come see us if you have any issues or suggestions.

Thanks Danielle, Jan, Anna and Gaylia

“Enjoy the little things for one day you may look back and discover they were the big things.”

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.

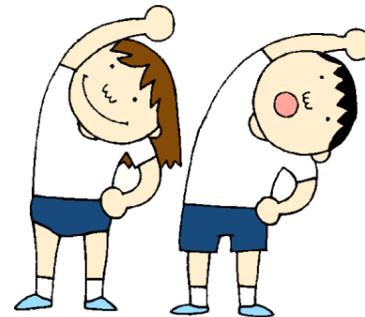


Star of the Sea Reminder

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