# St Joseph's House Connections February 2021



22 Norman Street, Port Pirie SA 5540
Phone (08) 8632 1450 Fax (08) 8633 0790
W: www.spiritofcare.org.au E: admin@stjosephshouse.net.au

# Notice Board



#### **REMINDER:**

Power boards, and other electrical items, that are brought in for resident rooms must first be given to staff so they can be tested and Tagged. All power board's must also have individual on/off switches for each outlet.

#### **COMMUNICATION:**

Families are requested to ask for the Registered Nurse or Enrolled Nurse for enquires regarding care matters. Families are welcome to ring during the week to speak with our Clinical Nurse Consultant or to make an

appointment for a face to face meeting.





Wednesday Fortnightly Please see lifestyle if you wish to join.

#### What would you like to see?

Each month the Newsletter is created specifically for your interest and to provide you with



information. Please let Lifestyle or Reception know if there is something that you would like to see added.



#### This Issue:

- Notice Board
- Residential Services Manager
- Colouring page
- Continuous Quality Improvement (CQI)
- Mad Hatters Tea Party
- Upcoming Dates
- Birthday Celebrations
- Around the Home
- · Advice for the younger generation...
- What's Happening in Port Pirie
- Aged Care Quality Standards
- Calendar

#### Resident Meetings:

Tuesday, 9th February 2021 St Clare, Dining Area, 1.30pm Tuesday, 23rd February 2021

St Mark, Dining Area, 1.30pm

Resident Liaison Officer: Marra Pearn





## **VISIT OUR WEBSITE**

Spiritofcare.org.au

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For information and updates from St Joseph's House make sure you:



@stjosephshouse

# Advice for the Younger generation...

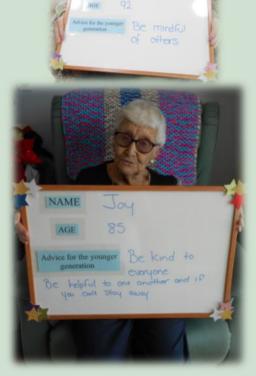












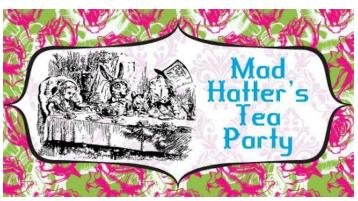
































One of the best advantages of getting older is that you also get wiser. Here our residents give some much-needed guidance for life!























# What's Happening in Port Pirie



# Mussels in Port Pirie waters return 90 times the permissible amount of lead.

Sample tests on aquatic species taken from waters next to South Australian regional city Port Pirie, and its controversial\_lead\_smelter has revealed unacceptable levels of metal contamination, particularly lead, in the varied species.

Port Pirie Regional Council mayor Leon Stephens said the higher levels of lead detected were a concern. "It's been a given that we've never taken

mussels from the area, the higher levels are a concern, that's why we've asked for extra testing to be done so we can get a better picture of what it looks like overall in our region," Cr Stephens said.

"It would be terrible if we couldn't fish there again, we would have to make alternative situations on where we can get our recreational guys out to. "It's a very frustrating part of the town's history, is there a fix? Yes, there is to everything — but that's the \$64 million question."

More testing to come. Under present restrictions, taking shellfish in the region is prohibited. "All consumers can continue to have confidence in our quality seafood product as commercial fishing does not occur in this region and our commercial fisheries are supported by an ongoing program of National Residue Survey testing."

#### South Australia's single-use plastics ban to start in March after coronavirus delay

Legislation banning the sale, supply and distribution of the products was introduced in April this year and passed State Parliament in September.

The ban will now come into place on March 1, 2021, making the state the first in the country to ban the products which also include drink stirrers. The ban was first floated in January last year, prompting concerns from disability advocates about the lack of consideration for their needs.

Mr Speirs said there would be exemptions for medical purposes, such as for people who have difficulty swallowing.



# Aged Care Quality Standards....



#### **Standard 5. Organisations Service Environment**

#### **Consumer Outcome:**

I feel I belong and I am safe and comfortable in the organisation's service environment.

#### What does this mean?

St Joseph's House needs to make sure that the environment, furniture and equipment support your quality of life, independence, ability and enjoyment.

The environment at St Joseph's House should suit your needs and be clean, comfortable, welcoming and well maintained. This includes how the safety and security, design, accessibility and layout of St Joseph's House encourages a sense of belonging.

This standard covers how St Joseph's House:

- Supports you to take part in the community and engage with others
- Minimises confusion so you can recognise where you are and see where you want to go
- Encourages you to make your living areas more personal
- Welcomes you and your family and provides culturally safe interactions with others
- Ensures that the environment is safe, well maintained and clean
- Helps you to move freely around the facility (including outdoor areas)
- Is subtle in risk reduction strategies so that safety features don't dominate the environment
- Provides security arrangements in line with best practice to protect you when lawful and necessary.









#### St Joseph's House Consumer Complaints Journey

At the centre of a complaint is someone receiving care – A Person

#### 1. Acknowledge

- We enconcourage feedback from consumers and their representatives.
- St Joseph's House is an environment where you should feel safe to make complaints.
- Senior staff are available to listen and discuss complaints in a private place.
- The complaint will be acknowledged verbally or in writing.

#### 2. Assess

- The issue and the desired outcome will be clarified.
- You should feel like you are being heard.
- The complaint will be dealt with confidentially.
- There should be ongoing communication and regular updates.
- If necessary, investigation and planning will take place.

#### 3. Response

- There will be ongoing communication, even if there is 'no news'
- Once a decision or outcome has been reached, you will be informed in a timely manner.
- An explanation of the outcome will be provided.

#### 4. Follow Up

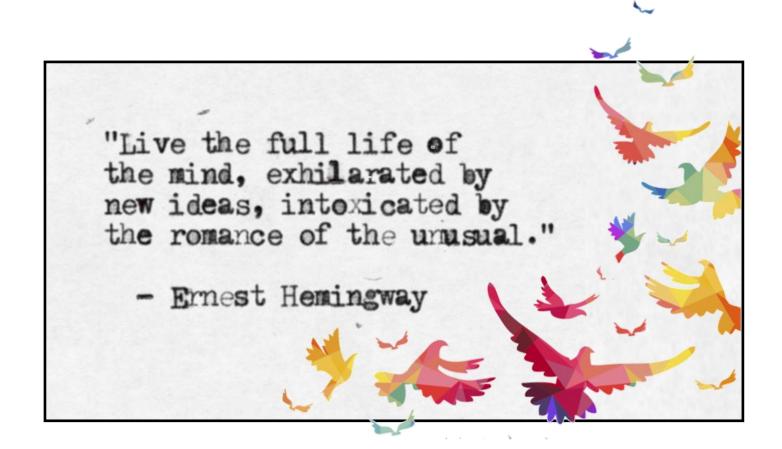
- You can expect to be contacted to ensure that you are satisfied with the resolution.
- Any ongoing concerns are acknowledged and external advocacy services are offered.

#### 5. Consider

- The need for privacy and confidentiality must be respected.
- Documentation is stored confidentiality.
- Complaints form part of St Joseph's House's continuous improvement program.

#### References

Aged Care Complaints Commissioner Complaints Journey
Aged Care Quality and Safety Commission Better Guide to Complaint Handling in Aged Care Services



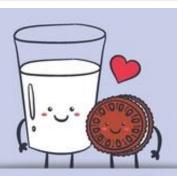


### **Valentine**



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G	I	C	Н	Α	M	P	Α	G	N	Ε	R	L	D
R	S	Y	U	D	Υ	S	Ε	M	L	D	Ε	Ε	R
Ε	T	U	U	N	T	C	0	Ι	0	Α	I	N	0
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BE MINE LOVE **FEBRUARY** CHAMPAGNE BOYFRIEND ROMANCE RED ROSES BOUQUET VALENTINE **GIRLFRIEND** CUPID **SWEETHEARTS ADMIRER CHERUB** DATE **CHOCOLATES** 



Thank you for allowing me to be your best friend. On this valentine's day, I wish for you a day full of love and happiness. Happy valentine's day!



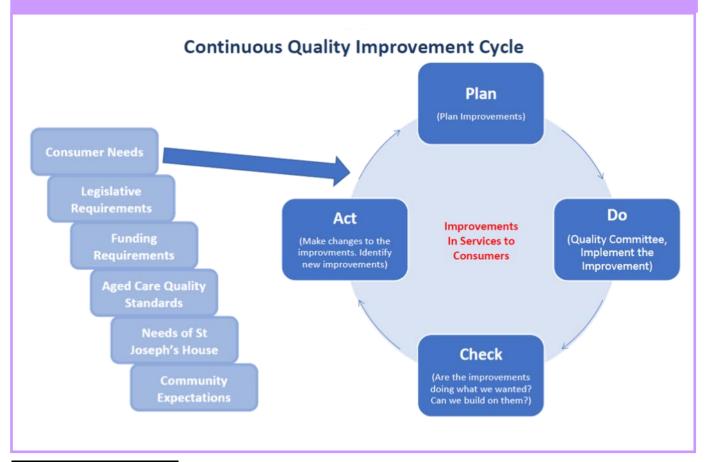




Last Months Solution

A	M	F	М		Α	D	М	I	N		L	E	G	S
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F	R	E	D	R	0	G	E	R	s		G	A	Z	Α
A	D	E		A	W	E	D		L	L	A	М	A	S
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# Continuous Quality Improvements...



Aged Rights
Advocacy
Service (ARAS)

1800 700 600

#### **Advance Care Directives**

Information, forms and DIY Kit's for Advanced Care Directives can be found at <u>advancedcaredirectives.sa.gov.au</u> or ask for a copy at reception.

Aged Care
Quality and Safety
Commission

1800 951 822

#### **Feedback and Complaints Process**

St Joseph's House supports the rights of Consumers and their representatives to provide compliments, feedback, concerns or to make a complaint.

If you wish to make a comment or complaint please feel free to approach a senior staff member:

St. Joseph's House
Spirit of Care

Feedback Form

Please use this form to:

Suggest an improvement
Give us positive feedback
Express a concern or insue

22 Norman Street
Port Pirie SA 5540
Ph; 8832 1450
Fax: 8633 0790

Sharon Ley (Residential Services Manager)
Therese Johnson (Clinical Nurse Consultant)
Marra Pearn (Resident Liaison Officer)

If you wish to lodge a written complaint you can complete a Feedback Form which is available from various locations around the facility and place it in one of the feedback boxes.

Once received the Quality Coordinator will make a record of lodgement and the suggestion or concern is then followed through until you are satisfied with the outcome.



**Upcoming Dates** 

Friday, February 12th

Chinese New Year (of the Ox)

Sunday, February 14th

Valentine's Day

**Tuesday, February 16th** 

**Shrove Tuesday** 

Wednesday, February 17th

Ash Wednesday

Year of the Ox



Good day starts with

PANCAKES:



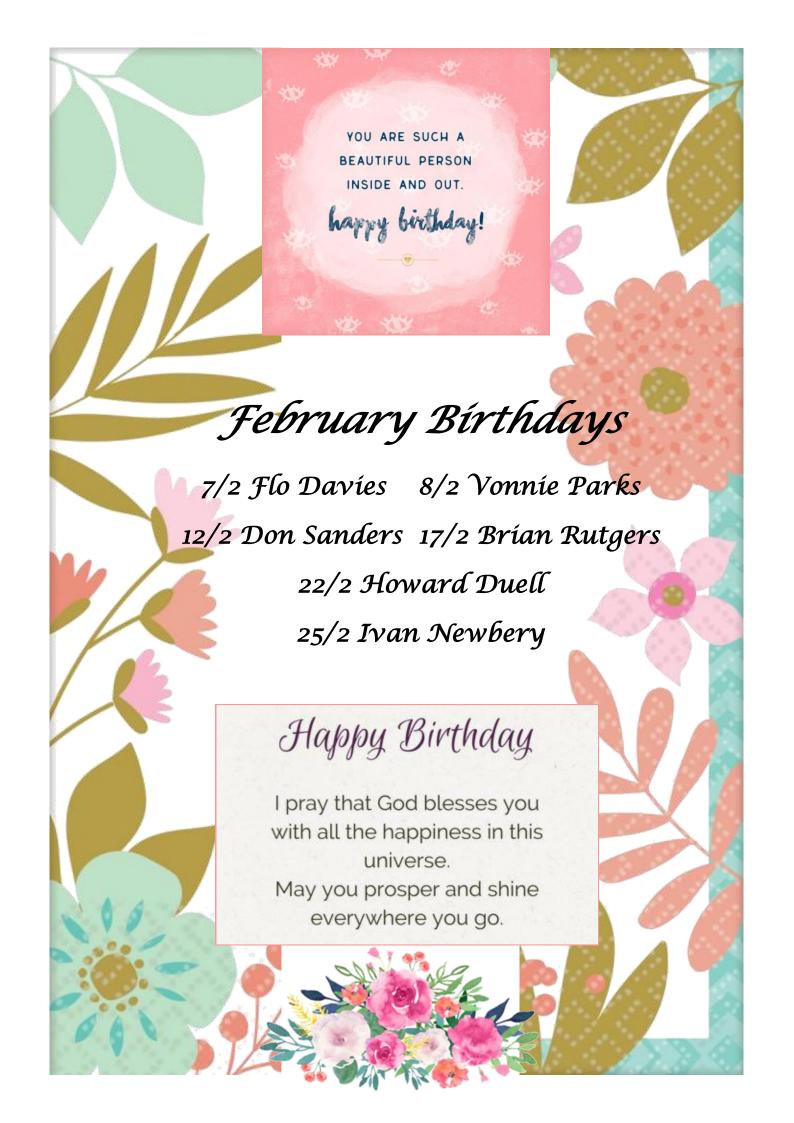


Sympathy

We offer our deepest condolences to the family and friends of the late:

Daphne Protopapas

May They Rest in Peace



# February 2021

Mon  1  10.30am — Chair Exercises 1.1 - Support visits	Tue  10.30 - Bingo  1.30 - Painting / Coloring in Activity Area	Wed  3 10.45am -Mass Activity area 1.30 - Choice of games in activity area	Thu  4  1045am Yoga St marks up 130pm Bingo	Fri  1030am Whiteboard games  130pm Bowls	Sat  Sun  Activity Boxes are available in all areas  Games are set up in activity area
1.1 - Support visits  8  11.00—Chair Exercises  1.30—Hoy	on Activity Area  10.30 - Bingo 130pm Resident meeting St Clare & St Mark in the activity area		1045am Voga St marks up 130pm Bowls	130pm Bowls  Valentines day photos and fun  130pm Valentines day afternoon tea	activity area  13 Activity Boxes are available in all areas Games are set up in activity Area
15 11.00—Chair Exercises 1.30 Trivia	16 10.30am Bingo SHIROVE TUESDAY 130pm cooking with polima	10:45am Mass WENNESONY 13 opm Afternoon fun and games	18 1045am Yoga St marks up 130pm Sing A Long activity area	10.30 1.1 Support Visits 130pm Bowls	Activity Boxes are available in all areas Games are set up in activity Area
11.00—Chair Exercises 130pm Beetles	10.30 - Bingo 130pm Birthday celebrations with John Activity area	10:45am Mass 13opm Cooking with	1045am Yoga St marks up 10.30—Hoy	26 1:1 Support Visits 130pm Bowls	Activity Boxes are available in all areas Games are set up in activity Area