



Home Care news

Meet our new Service Coordinator, Danni



I'm Danielle Button and I am the new Home Care Service Coordinator who has taken over from Jennifer Phelps. I am a Registered Nurse with 13 years experience and my passion is to assist people to remain living in their own homes in the community as long as possible.

I am looking forward to working with you and meeting each and every one of you. If you wish to contact me you can do so at: danielle@stlouisagedcare.com.au or via Jennifer's old mobile number: 0408 810 431. Alternatively you can contact me via the main office at 11 Dudley Rd, Marryatville on 8332 0950.

St Louis Bus

February bus trips have been a great success with outings to the Zoo, out to lunch and the central market. The highlight of the zoo visit was the Pandas who were very active.

In response to feedback from clients, we have added padding to the seatbelts to make them more comfortable.

Both Victor Harbor and Adelaide bus trips are becoming very popular, so ensure to contact your coordinator and book early. Unfortunately due to the very hot weather we had to cancel a number of trips including one to Carrick Hill for morning tea. This will be rescheduled as Carrick Hill is a fantastic venue. For those that haven't visited, it has beautiful gardens surrounding the magnificently restored estate which commands spectacular views over Adelaide.

Victor Harbor art groups have been a great success with Kathy and Sue hosting groups at our office at 31 Victoria Street Victor Harbor. Due to popular demand they are increasing the frequency of these.

St Louis is seeking expressions of interest from any clients or family representatives interested in joining a focus group to assist us in improving our services to clients. Please let your coordinator know if you are interested.

Thank you to all those clients that took the time to complete our survey and our social programs feedback form, the information will assist us to improve our services to you.

We also request clients advise their coordinators what services are required over the forthcoming public holidays in March and April, including Easter holidays.



Nursing Home news

Frank and Anne and their social programs team have been enjoying some great outings. The mens group bus trip - to the pub of course was a highlight. In the nursing home, valentines day was marked with all staff wearing red and some lovely floral displays.

Animals also visited the nursing home which saw some staff members and residents bravely handling the large snakes and other reptiles while the majority watched from a (very) safe distance!



Media Release

Thursday, 9 February 2017

Response times for at-home care are being slashed, thanks to a collaboration between a local start-up and one of SA's most established aged care organisations.

Adelaide mother-of-two Allison Nikula partnered with St Louis Home Care to trial an app that enables at-home carers to immediately flag a client need and facilitate a response in seconds.

Those needs range from home and gardening, meal preparation and cooking, to medical and nursing care.

"Our goal through the app was to enable carers to communicate and collaborate in real-time, in 30 seconds or less," Allison said.

"The flag is received for rapid response by the care coordinators back at the St Louis office and also shared with other members in the client's dedicated care team," she said.

St Louis Home Care was quick to jump on board with Allison, recognising the benefits to their 200-strong home care client base. St Louis is also no stranger to breaking ground in the industry, having pioneered the introduction of low-level dementia home care in 2003 and high-level care for dementia sufferers in 2005.

"We're always looking at new ways to improve our service so when we realised the CareApp would help us more rapidly address the specific needs of our clients, we didn't hesitate," said St Louis Aged Care CEO Maris Naish, third generation owner/operator of the business set up by his grandmother in 1946.

"At-home care is all about re-enabling people to live the life to which they're accustomed—and we're thrilled that with this app we can do help our clients more quickly than ever before."

"Every day, I witnessed the extraordinary influence of carers on re-enabling people and how much they can change someone's life," Allison said.

The app was borne from the realisation that the better the communication and the stronger the collaboration, the better the service experience for the client.

"I knew I needed a progressive aged care provider willing to collaborate, to trial the technology and guide improvements to deliver better outcomes in the community."

St Louis introduced the CareApp late last year, with all 200 of the leading care provider's clients now realising the benefits.

St Louis On Blyth, Parkside

Fully renovated one and three bedroom units remain available for immediate occupancy. Asking prices have been drastically reduced to \$275 000 for the one bedroom and \$435 000 for the three bedroom.

Please contact Sue on 8272 3344 if you are interested.



Comments

If you have any feedback positive or negative, please don't hesitate to let us know. Please post it to: St Louis Aged Care, 21 Foster Street, Parkside SA 5063. **Thank you**

Provider of Quality Aged Care since 1946

St Louis Nursing Home

21 Foster Street, Parkside SA 5063
Phone (08) 8272 3344

St Louis On Blyth - Retirement Units Parkside

34-36 Blyth Street, Parkside SA 5063
Phone (08) 8272 3344

St Louis Home Care

Home Care Package Level 1-4 provider
Metropolitan Adelaide - Phone (08) 8332 0950
Victor Harbor - Phone (08) 8552 1481

St Louis Private Home Care (no waiting list)

In home support & services
Metropolitan Adelaide - Phone (08) 8332 0950
Victor Harbor - Phone (08) 8552 1481

AGED RIGHTS ADVOCACY SERVICE (Inc)

Telephone 8232 5377 -
email: aras@agedrights.asn.au

DEPARTMENT OF HEALTH

Aged Care Complaints Scheme
Telephone (free call) 1800 550 552



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