



Dear Residents, Relatives and Friends

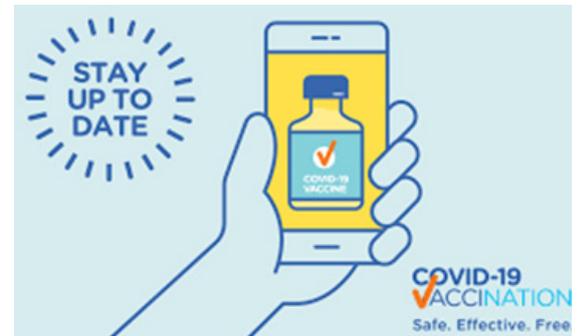
Welcome to the September edition of the Residents and Relatives newsletter. This month's newsletter is packed with new information and updates to our current programs. We hope you enjoy reading about what's happening at Saint Hilarion.

Dr Carol Davy

COVID Vaccination News

We are now very pleased to announce that well over 70% of the people who live at Seaton and Fulham have now received a COVID vaccination. This means that, just in time for Fathers Day, there are no restrictions on the number of visitors at either Fulham or Seaton sites. Many thanks to those relatives who came in during the week/weekend to support their loved ones.

We are also pleased to announce that vaccination numbers among staff are also very high. Unlike some other services, only eight of our nearly 300 existing staff have chosen to leave rather than have a vaccination. I know you will agree that this is an exceptional effort.



Serious Incident Response Scheme

The Serious Incident Response Scheme (SIRS) is a Commonwealth Government initiative to help all residential aged care providers to manage and take reasonable action to prevent incidents with a focus on the safety, health, well-being and quality of life of aged care consumers. Under the SIRS, there are 8 types of incidents that must be investigated and reported to the Government whether the perpetrator is a staff member, another Resident, or a visitor:



Australian Government
Aged Care Quality and Safety Commission

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Psychological or emotional
- Unexpected death
- Stealing or financial coercion by a staff
- Neglect
- Inappropriate physical or chemical restraint
- Unexplained absence from care

Saint Hilarion is committed to preventing all incidents wherever possible. However, if an incident does occur, we have a robust Incident Management System in place with clear organisational responsibilities. A list of our responsibilities to Residents and their Representatives is included at the end of our newsletter. In addition, should an incident occur we will provide you with a copy of our commitments to ensure everyone understands how the incident will be managed.

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We are delighted to welcome relatives, representatives, and friends back to our Resident and Relatives meeting. Below are some of the items discussed at the August meeting.



- Aged Rights Advocacy Service (ARAS)** – We were delighted to have a representative from ARAS and an Italian interpreter talk at the Fulham and Seaton meetings this month. The presentation included the role of ARAS and how they can assist, Charter of Aged Care Rights, and finally if anyone has a concern how to raise the issue with their organisation.
- Staffing Levels** – Relatives talked about their concerns in relation to staffing levels at Seaton. We are pleased to be able to let you know that staffing levels at both sites are well above national and South Australian benchmarks. Saint Hilarion is already committed to providing at a minimum 215 minutes of direct care per resident which was called for by the recent Aged Care Royal Commission.
- Seasoning of Food** – Representatives at the meeting expressed some concerns in relation to under seasoning of the food. CEO acknowledged that some people may find the food under seasoned for their taste buds, so staff will ensure that condiments remain on the tables for those that want to add a little extra.
- Serving of Food on Plates** – Representatives reported that food was not well presented with pasta often on the same plate as other parts of the meal. A little bit of everything is often provided and this is either unappetising or becomes too much for some Residents. It was noted that the new Souped Up Electronic Menu System will assist in ensuring individualised menu choices.

To ensure that everyone has a chance to participate we have alternated between day and evening sessions and finalised the schedule for the rest of the year. Please add these to your diary. We would love to see you there.



AN INVITATION TO OUR CLIENTS, FAMILY AND FRIENDS

You are invited to our Client Family and Friends meeting for the year

These meetings are an opportunity for you to provide us with feedback about our services and to hear about our activities and updates.

SEATON—WEDNESDAY

7 July 6.00 pm
4 August 11.00 am
1 September 6.00 pm
6 October 11.00 am
3 November 6.00 pm
1 December 11.00 am

FULHAM—Wednesday

14 July 6.00 pm
11 August 1:30 pm
8 September 6.00 pm
13 October 1:30 pm
10 November 6.00 pm
8 December 1:30 pm

We Want Your Help in Designing Our Menu

By now you will have received this link www.surveymonkey.com/r/2HD8BV9 to an online survey asking for your thoughts into the design of our new menu. We would be very grateful if you could please fill this out by no later than Friday 10th September. If you would prefer to complete in hardcopy, the survey will be available from our reception desks during office hours.

Please note: The Survey is Anonymous. If you have any specific concerns that you would like addressed, please speak with one of our senior staff or alternatively jump onto the contacts page on our website and complete a feedback form.



What Has Gilbert Been Up To?

Gilbert and his friends have been busy doing not much this month. Hope you get a laugh out of these happy snaps.



We have had a fun month celebrating Father's Day, special birthdays and even a wedding online, as well as spending time with our pets including a very excited puppy.



Saint Hilarion Aged Care is committed to collaborating closely with Clients and Representatives impacted or involved in a serious incident to identify:

- what happened;
- how and why it happened;
- what can be done to reduce the risk of recurrence and support safer care;
- what was learned; and
- how the learning can be shared through continuous improvement and education.

The following steps will be taken to ensure the above requirements are met:

1. The incident has been responded to and includes the following aspects to ensure the immediate safety, health and well-being of person(s) affected:

- initial assessment of the support and assistance required, and
- implementation and provision of the support and assistance required.

2. Commencement of incident investigation detailing that:

- the victim has been interviewed and assessed by a senior Clinician to determine their account of the incident, and
- the alleged offender and witnesses have been interviewed and assessed by a senior Clinician, and where appropriate the Line Manager/People and Culture Manager to determine their account of the incident.

3. An assessment of how all parties would like to be involved in the management and resolution of the incident has been completed and includes individual input into what actions shall be taken and expected outcomes for:

- Client
- Representatives;
- Advocacy services (such as ARAS), and
- Staff

4. Full and open disclosure with victim and representative has occurred and is documented in LeeCare. The elements of open disclosure include:

- identify what has gone wrong;
- actions taken to immediately address and provide support;
- acknowledge and apologise, or express regret;
- find out and explain what happened, the root cause, and
- what will we do prevent from happening and other continuous improvement activities.

5. All elements of the investigation will be recorded including:

- Description of the incident, including harm that was caused and impact;
- The date, time the incident was suspected, or confirmed to have occurred and when it was identified;
- Names and contacts of persons directly involved and witnessed in the incident;
- Details of assessments undertaken, as per item 3;
- Clear record and sequence of actions taken as a result of completed assessments, as per item 4, and
- Clear record of all consultations and notation as to whether any reports or findings regarding the incident have been provided.

6. Determination as to whether other persons or bodies should be notified or the incident i.e. Police.

- If yes, Police must be notified within 24hrs of becoming aware of incident.

7. Aged Care Quality and Safety Commission will be notified of Incident via MAC Portal

- Priority 1 incident reported within 24hrs, or
- Priority 2 incident reported within 30 days.

8. Each incident will be reviewed and evaluated identifying:

- The root cause of the incident
- The harm caused by the incident
- Any operational issues that may have contributed to the incident, and
- If remedial action has occurred and what this was

9. A review of the management of the incident will include:

- Were immediate responses appropriate
- Did Clients and Representatives feel they were appropriately included in the investigation process;
- Were all potential contributing factors considered, and
- Have appropriate strategies been identified and addressed to prevent similar incidents in the future.

10. Continuous improvements which have been identified as part of the review and evaluation step, must then be:

- Implemented at an individual level, and/or
- Added to the organisations Continuous Improvement Register and strategically rolled-out to resolve systemic issues