The Society of Saint Hilarion

Wednesday 11 May 2022

Hello to all relatives, representatives and residents at both Fulham and Seaton,

I hope this letter finds you all well. I am writing to provide you with an update regarding the current situation at both Fulham and Seaton.

COVID-19

We are pleased to report that we have no COVID-19 positive residents at either Fulham or Seaton.

Souped Up

Souped Up continues to be developed and is nearing implementation day!

The advantages of Souped Up are many, where the focus on food choice and quality is the priority and always subject to continuous improvement. With Souped Up,

- Residents will be able to order their meal choices for the following day.
- Families will be able to order meal choices for their loved ones who are cognitively or memory impaired for the 4-week menu in advance.
    - **If this applies to you, you will receive a phone call to provide greater direction and assistance, as we would appreciate the selections to be made by Friday 20 May 2022.**
- Menus will be placed in each resident's room so relatives and partners in care can have a look and make selections where required.
- Resident dishes are cooked as per order.
- Resident's dietary and texture changes will be automated to make sure the changes reach the kitchen in a timely manner.
- All meals will be plated up in the kitchen to ensure quality of taste and presentation.
- New equipment will be used to maintain food temperature during meal delivery.

Souped Up is a great step forward in ensuring the quality of meals are at the highest standard possible. By ensuring meals are cooked to order, presented well, and served to temperature will ensure that meals taste as they should.

We are committed to getting the quality of food right and we will always welcome your feedback to help us achieve this.

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Looplearn

Looplearn is now being introduced to both Fulham and Seaton facilities for a quicker and secure way for visitors to check in. It provides the following advantages,

- New secure way to check in.
- No need for manual sign ins with pen and paper.
- Uses Facial Recognition technology like a smartphone.
- Looplearn will take and record your temperature when you check in so no need to take your own temperature.
- Your information is kept on a secure server.
- Looplearn will track your vaccination status and will inform you if you are due for vaccinations or any other requirements.
- Reception staff will assist you to set up your Looplearn profile.
- Looplearn is a great initiative of new technology to make it easier for relatives and partners in care to visit their loved ones.

Your participation is appreciated as we move away from paper and pen sign ins by 30 June 2022.

Visiting loved ones…

We have no restrictions on the number of visitors for residents at either site. Nor are there restrictions on residents being able to leave the facility.

As we continue to welcome visitors and partners in care throughout the facilities, we ask that,

- You sign up to Looplearn!

If you are unable to do so, please

- Take your temperature.
- Sign into our register and use the QR code check-in.
- Wear a surgical mask, and
- Sanitise your hands before going beyond the reception area.

Please note…

Whilst South Australian restrictions are easing within the general community, as an Aged Care Facility housing vulnerable people, we continue to require everyone to stay away from the facility for **7 days** if they or someone they live with has tested positive for COVID-19 or has been identified as a close contact.

Also, we remind all visitors to stay away if they are at all unwell.

Please give consideration before taking your relative out of the facility. Whilst you have the right to do so, you may be putting them at risk of contracting COVID-19, remembering residents are a vulnerable group.

This is particularly so given the current high numbers of community transmission in South Australia and easing of restrictions.

We do ask that you inform the facility whether any resident has been in a high-risk setting, such as a wedding, church service or party or has been exposed to COVID-19 as a close contact. The resident when returning, may be required to undergo two days of isolation, RAT on day 2 and day 6. **Given the high numbers of community transmission, we also recommend that residents wear surgical masks wherever they go.**

Staff requirements…

We continue to minimise the potential for any further infection in several ways.

- Staff will continue to wear a surgical mask at both facilities and have the option of wearing eye protection.
- Staff have received further training on infection control and PPE use.
- Nurses assess each resident twice per day for any COVID symptoms.
- Continued emotional and spiritual support.
- Our own staff continue to provide all care services. Neither agency nor surge workforces have been necessary at this point.
- Our Mental Health and Wellbeing Coordinator is available to provide face to face support to all residents.
- Leisure and Lifestyle staff members are rostered every day to provide as many activities as possible and visit people regularly to ensure they are not feeling isolated.

What information is coming?

We will continue to provide you information as it comes to hand.

Our Commitment

The team of Saint Hilarion is committed to the health and wellbeing of our residents. With that in mind we thank you for your cooperation in assisting us achieve this. Again, we ask for your patience as you enter the facilities particularly if you are are setting up your Looplearn entry. It is for the health and wellbeing of all concerned including your own.

Rest assured we will keep you updated as information comes to hand. If you have special needs and wish to discuss visiting further, you are encouraged to contact our clinical nurses for support and advice.

As always, for any general enquiries we encourage you to contact us by phoning 08 8409 1500, emailing admin@sainthilarion.asn.au or visiting our website https://sainthilarion.asn.au/news/covid-19-updates/ for latest updates.

Yours sincerely

Vincenzo Libri
Chief Executive Officer