



The Society of Saint Hilarion

Quarterly Newsletter Winter Edition 2023

A MESSAGE FROM THE CEO

Hello to our aged care residents, homecare clients, families, and representatives,

I hope this Winter edition of the Society of Saint Hilarion Newsletter finds you well and warm!

A lot has happened since our last newsletter, and we are excited to fill you in on what's new at Saint Hilarion. We continue to focus on the wholistic wellbeing of our residents, which is always our primary focus. The winter months often brings colds and sniffles and the dreaded covid virus always seems to be lurking. On that point, I wish to thank all of you in supporting our covid mitigation processes and appreciate your cooperating with them. We are committed to ensuring that we keep all of our residents safe and healthy and do so as best as possible and I ask that you keep that in mind and if you're feeling at all unwell, please refrain from entering until you're back to feeling your best.

Please enjoy this latest edition of our newsletter and wishing you and your family well.

Cordiali saluti,

Vincenzo Libri

QUALITY AND SAFETY

Our community and the power of feedback

We belong to a wonderful caring community at Saint Hilarion and we understand at times you may wish to share some information with us. It is important that our community continues to care for one another, our facilities and the continuance of our opportunities and works together in partnership.

As a reminder, we ask that you speak directly with a staff member when things don't go to plan, or you have a helpful suggestion. For our wider community, the best to share information, ask for clarification, voice concerns or share positive feedback is by emailing us at quality@sainthilarion.asn.au or via our online [online feedback form](#).

By having appropriate and timely conversations, staff at Saint Hilarion are enabled to provide a loving environment where everyone feels welcome.



Quality Assessors coming to Saint Hilarion Seaton

The Aged Care Quality and Safety Commission will be visiting **The House of Saint Hilarion - Seaton** to check on the standard of care and services provided to our clients. This visit is called a site audit.

Whilst we do not know exactly when this site audit will occur (they are unannounced by design), we are ready anytime and are confident with regards to our services and the care we provide our clients.

If you, or your loved one wish to speak with a representative from the Commission by phone or on the day of their visit, you can contact them on 1800 951 822 to discuss how you can do so.

There will be posters displayed with the relevant contact details and letters issued soon with more information.

In the meanwhile, if you do have any questions, please feel free to contact our Quality and Safety team via quality@sainthilarion.asn.au



Australian Government
Aged Care Quality and Safety Commission

OUR PEOPLE

Aged Care Employee Day

On the 7th of August, we honoured each and every one of our aged care employees with thoughtful words of gratitude and not forgetting a variety of "sometimes" food to share around!

The staff at Saint Hilarion are caring people whom you entrust with your elderly relatives and friends.

Through their day these dedicated staff work together with your loved ones, forming meaningful relationships that ensure that they are cared for, comforted, and always supported.

Again we say...





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Work Value Case and Annual Indexation

We are delighted with the recent decision by the Fair Work Commission to award a 15% increase to minimum award rates for many aged care workers.

Saint Hilarion, along with our peak bodies and other aged care providers, has long advocated for the much needed and deserved pay increase and an important step in the right direction.

This increase recognises the essential role our people play in supporting, caring, and connecting with our clients.

Welcome Patrizia!

Hello all, my name is **Patrizia Kadis**, and for those of you that remember me it's lovely to be back at The Society of Saint Hilarion.



Pictured left: Patrizia Kadis,
Community Engagement Manager.

Patrizia is the newest member of the
SSH management team.

My new appoint here is as the Community Engagement Manager and in this role I hope to create opportunities that promote community engagement, social inclusion, awareness, and partnerships to our Italian and other members of our local community.

"I am thrilled to be a part of this sector and have a strong passion to serving our community."

The Aged Care Sector and the Italian community has been, and continues to be, a significant part of my life for the past 35 years. It's a privilege to know that we can make small changes in someone's life by embracing their culture and language.

Like many of us I care for an ageing mother and mother-in-law and am fortunate that my role supports me with a better work life balance. In addition, I enjoy spending time with my family, cooking and going for long walks with my four-legged friend Gusto, a 14-year-old Cavoodle.

I look forward to reconnecting with old friends and making new friends at The Society of Saint Hilarion.

CLINICAL CARE

Partners in care

The SSH [Partners in Care](#) program takes a person-centred approach to promoting existing relationships of care between a resident and their family members or close friends. This role is particularly important when the has an infectious outbreak.

A partner in care is a person identified by an aged care resident, or their representative, who they have a close and continuing relationship with, such as a family member or close friend.

Working with the team in a respectful and caring manner is vitally important and enhances the client's experience. If you would like further information on this program and how to register, please contact quality@sainthilarion.asn.au to discuss.

SSH Star Rating performance

Did you know.... As part of a key reform by the Royal Commission into Aged Care Quality and Safety, Star Ratings have been designed to accurately compare the quality of residential aged care services.

Each service now receives an overall Star Rating and a rating against four sub-categories:

1. **Residents' Experience:** clients are interviewed about their overall experience at SSH homes once per year. This category makes up 33% of the overall Star Rating.
2. **Compliance:** regulatory decisions by the Aged Care Quality and Safety Commission, including compliance with the Aged Care Quality Standards. This category makes up 30% of the overall Star Rating.
3. **Staffing:** the amount of care received from a Registered Nurse, Enrolled Nurse, or Personal Care Worker, compared to the average care targets set by the Australian Government. This category makes up 22% of the overall Star Rating.
4. **Quality Measures:** information about the 11 crucial areas of care is submitted on a quarterly basis. This category makes up 15% of the overall Star Rating

Despite negative media attention on the state of Aged Care in Australia, we are happy to report that SSH AC



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continues to perform well across all areas. Our current ratings as per below:

Fulham - ☆☆☆

Seaton - ☆☆☆☆

More information on the Star Ratings system can be found [here](#)

COMMUNITY CARE

Supporting older people in our community

Home care continues to strive to provide the best service we can to older people living in the community and are pleased to have a number of new support staff join us recently which will help us to meet the increasing demand.

We are always looking for ways to improve our service and we know having a neat tidy garden can make such a difference to the day-to-day enjoyment people get from remaining at home for as long as they can in their later years.

So, to provide the best service we can, we intend to employ our own gardener who can provide lawn mowing and light gardening services.... Watch this space!



SOCIAL AND WELLBEING



Tempo Mio program is expanding!

We are proud to announce the expansion of our **Tempo Mio** Program, an initiative of The Society of Saint Hilarion Aged Care aiming to improve the health and wellbeing of older Italians who may otherwise be isolated in the community by social, cultural, and language barriers.

Currently the program operates Mondays, Wednesdays, and Fridays, with the proposed expansion now offering daily programs from our Seaton home as well-as a number of varied locations across the Adelaide metropolitan region.

The program promotes social inclusion and connection, enhancing independence to break the cycle of isolation, and increases opportunities to promote wellbeing. These programs offer significant benefits to ageing Italians who lack access to culturally and linguistically appropriate supports and care. Carers are given a full day to spend as they wish, whilst the person they care for is in a secure, supportive, and enjoyable environment.

The Tempo Mio Programs include activities to promote social interaction and includes transport and meals. Examples of activities are bocce, tombola, cards, walking groups, reminiscence, café outings, and gentle chair-based exercise to promote balance and independence.



Building strength with our chair-based exercises.

Social support @ Plympton

The program the "Social Support @ Plympton" group operates in the community on the last Tuesday of each month and offers participants the opportunity to reconnect with old friends and make new ones. Participants are also provided with helpful community information, links to culturally appropriate services and updates on issues relating to aging and care. Social Support @Plympton is held at the Vermont Uniting Church, 576 Cross Road South Plympton. Feel free to drop in and say hello!



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If you wish to know more about our programs, please do not hesitate to contact on 8409 1500 and ask to speak with Patrizia or email admin@sainthilarion.asn.au

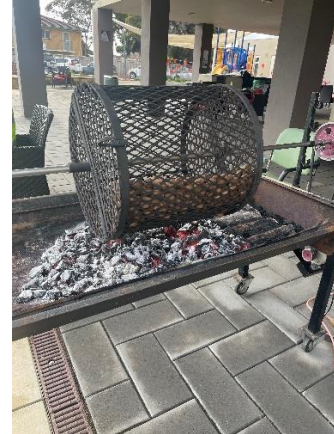
wine (or in our case an Aperol Spritz) has become a traditional food combination associated with the harvest period.



At the house of Saint Hilarion Seaton our clients enjoyed a day of embracing a Italian tradition of Chestnuts roasting on an open fire and a glass of Aperol spritz.

A little history...

For Italians, roasting chestnuts is a deeply rooted tradition that goes back centuries. Chestnuts used to be a principal food source and valuable commodity, especially in places that were unsuitable for cultivating grains. Many Italians grew chestnut trees instead and would ground the chestnuts to make flour for baking bread and making polenta. Legend has it, Italy's love affair with chestnuts first started as far back as Ancient Roman times, when they used chestnuts as a form of currency and trade, especially when there were less crops due to poor weather, resulting in famine. Chestnuts paired with



The roasting is underway.



Aperol or wine anyone?

Happy hour on a Friday afternoon is lovely way to kick off the weekend.



Our client Ann certainly enjoyed the afternoon!

VOLUNTEERING

The heart and soul of our community

We love helping hands and want to hear from you! Join our volunteer team in multiple areas, help in the Café, gardening, reading or assist our Dolci Santi ladies in producing home style cooking to give our residence the best experience possible.

We need more volunteers! Can you help?



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Natalie, our Hospitality Manager, often volunteers her time to SSH.

We are so grateful!



Pictured with our CEO, Valentina our youngest volunteer is recognised for contributing in a big way.

Without the help of Volunteers our services are challenged to keep up with **demand.**

