



A MESSAGE FROM THE CEO

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

Summer is here! It's finally that magical moment we've been waiting for. The days are getting longer, the sun is shining brighter, and the feeling is a happy one.

At the Society of Saint Hilarion Aged Care, celebrating summer means gelato, sitting outside, and enjoying each other's company – something we will endeavour to have all our residents participate in as best they can in and amongst the daily activities our lifestyle teams run across our Seaton and Fulham facilities.

I must say that together we continue to develop our care services and in great part I thank you, our residents, clients, relatives, and representatives for your feedback, collaboration, and cooperation. We always welcome your feedback, be it positive or negative, to help us improve. Our care, service, and brand is strengthening every day, and we continue to have a long waiting list for entry into our facilities and I truly thank the staff we have who do a great job across all departments – please, if you have the time, thank them too – they deserve it!

We hope you find this newsletter informative and engaging. Your feedback is crucial in shaping the content and direction of future editions. If you have specific topics you'd like us to cover or if you'd like to contribute, please don't hesitate to reach out.

Please enjoy this latest edition of our newsletter and wishing you and your family well throughout the summer season.

Go well.

Cordiali saluti, Vincenzo Libri

AGED CARE BOARD OF MANAGEMENT

At a special general meeting held on Tuesday 16 January 2024 the Society of Saint Hilarion membership voted to pass a new constitution, to meet the new Aged Care Governance standards.

The new constitution is available on our website, www.sainthilarion.asn.au under the Newsletters and Resources Tab.

The full link is - <https://sainthilarion.asn.au/wp-content/uploads/2024/01/Consitution-The-Society-of-St-Hilarion-Final-adopted-16.1.24.pdf>

QUALITY AND SAFETY

The Aged Care Quality and Safety Commission

The Commission recently audited our Home and Community Services against all eight standards. Collaborating closely with the SSH community team, management, clients, and their representatives, the assessors gathered valuable insights.

Noteworthy feedback included clients feeling well-supported socially and culturally, with positive remarks about our staff.

However, improvements are needed in ensuring consistent clinical oversight and support for clients during medical challenges.

We are in the early stages of developing a plan, and feedback on this information will be welcomed from our Home and Community clients. Further information on this plan will be distributed in the coming weeks.

Client Satisfaction Survey

We're thrilled to share that the annual surveys for both our residential and home care services have officially concluded, and we're incredibly grateful for the great response this year.

The participation rates have been impressive, reflecting a growing commitment from our community to actively engage in shaping the future of our services. Your valuable feedback is instrumental in helping us understand your needs and preferences better. Your input is invaluable in guiding us towards continuous improvement.

Rebecca, our Quality and Safety Manager, will now be undertaking a review of the survey outcomes. This review will be pivotal in formulating a plan for improvement, incorporating many of the insightful suggestions provided by you.

We're excited about the positive changes that will emerge as a result of this collective effort. Your voices matter, and we are committed to transparency and action.



Stay tuned as we work hard to compile and share the feedback received, along with a detailed plan outlining the steps we'll be taking to enhance your experience with us. We encourage you to "watch this space" for updates and insights on the impactful changes stemming from your input.

Once again, thank you for being an integral part of our community, and for your commitment to making The Society of Saint Hilarion a better place for all.



Consumer Advisory Body

As part of our ongoing commitment to client involvement, we're establishing a Consumer Advisory Body. This body will serve as a platform for clients (or their representatives) to provide input, share suggestions, and actively participate in decision-making processes. We've already received many nominations and are happy for you to reach out to us to become involved if you haven't already done so.

You will see posters throughout our buildings with the relevant contact details.



Have you seen this poster?

You can find these in our lifts at Seaton and in communal spaces including the Fulham dining room.

Important contact details are listed.

If you have nominated yourself, you will soon receive a personal invitation to meet face to face with SSH's senior management team to discuss in greater detail what will be involved.

Feedback matters

Feedback in aged care is crucial for continuous improvement, ensuring the well-being of all clients, and enhancing the overall quality of care provided is of utmost importance. When you provide feedback, it serves as valuable input for improvement.

For instance, feedback can lead to adjustments in caregiving practices, facility policies, or staff training. It helps identify strengths and areas needing improvement, ultimately contributing to enhanced quality of care, increased resident satisfaction, and a more responsive and effective care environment.

If you would like to provide feedback, you can do so by:

1. Using our online feedback form available on our website;
2. Filling in a blue feedback form onsite;
3. Emailing quality@sainthilarion.asn.au; or
4. Calling 8409 1500 and speaking with the Quality and Safety Manager (Rebecca) during business hours.

What happens when SSH receive anonymous feedback?

Managing anonymous feedback poses challenges, and we encourage you to share your contact details for effective resolution. Even so, we log and work through anonymous feedback in the same way we would if we had personal information.

That being said without contact information, it can make it challenging to provide updates on the actions taken to address concerns. Your openness to sharing contact information is appreciated.

We hope to hear from you... good, bad, or otherwise!

Resident and Representative meetings



In 2023, our Resident and Representative meetings occurred quarterly, held at various times of the day. We made efforts to enhance accessibility by utilising technology, including Zoom, to enable remote attendance.



While attendance showed slight improvement, we recognise the need for further enhancements. In 2024, a revised meeting schedule has been drafted and is under Board review. The aim of our new schedule is to improve participation.

Additionally, we plan to involve our Consumer Advisory Body in these meetings, fostering direct interaction with the Aged Care Management Board. We look forward to sharing details about these upcoming meetings with you shortly.

If you do not receive our letters and emails personally, we will ensure copies of all communications are available in reception. Alternatively, you may contact our Quality and Safety team to query how to become involved by:

1. Emailing quality@sainthilarion.asn.au; or
2. Calling 8409 1500 and speaking with the Quality and Safety Manager (Rebecca) during business hours.

OUR PEOPLE

Welcome to the team!

We have recently welcomed **Antoinette** to our Quality and Safety team as our Clinical and Quality Auditor. Her role involves conducting regular audits on our clinical services to ensure they meet client needs, mitigate risks, and comply with the standards set by the Aged Care Quality and Safety Commission.



"I have enjoyed working with the team, everyone has been very open and welcoming."

"I'm looking forward to learning more about the Italian culture."

Antoinette brings over 30 years of extensive experience as a Registered Nurse in aged care to our team. We are fortunate to have her expertise on board.

Antoinette has already focused on audits on Skin and Wound Management, Bowel and Bladder Management,

and Pain Management. It's been a terrific opportunity for us to get insight into our clients experience.

Please extend a warm welcome to **Ishulipta** who late last year joined our People and Culture team. Ishu has a background in HR within non-profit organisations and has seamlessly integrated into the Saint Hilarion team. She is learning more and more about the aged care sector and our very unique environment every day!

As the People and Culture Advisor, Ishu supports the People and Culture Team by providing a broad range of services including recruitment, performance, and other HR functions.

"Everyone at Saint Hilarion has been so incredibly welcoming and lovely. I am so incredibly excited to get to know everyone and always love a visit from anyone wishing to say hello."



Please join us in giving the newest members of our corporate team a very warm welcome.

Quick facts about training! Did you know....

1. **Our staff undergo an extensive training program** that ensures they stay current on residential and community aged care requirements. This occurs throughout their career with SSH and guarantees they have the latest information and training to provide optimal care. Training encompasses areas such as first aid and CPR, manual handling, understanding dementia, and recognising changes, among others.
2. **Allied Health professionals, Registered Nurses, and Enrolled Nurses must participate in annual professional development training** to uphold their professional accreditation. We provide support for their training endeavours and conduct yearly registration checks to ensure compliance.



CLINICAL CARE

Improving air quality in memory support

THE SCIENCE OF CLEAN AIR

We are excited to announce the introduction of two new HEPA filters in the Mauve and Orange Memory Support Units. These advanced filters are designed to significantly enhance air quality within these units, promoting a healthier environment for residents and staff. With their high-efficiency particulate air (HEPA) technology, these filters are instrumental in reducing airborne contaminants and therefore strengthening our efforts to minimise the risk of infectious outbreaks.

This proactive measure aligns with our commitment to providing a safe and comfortable living space for all individuals in our care. We are expecting to take delivery of these units within the month!

Collaborating for great oral health outcomes

Better teeth.
Better health



We are excited to share news of our partnership with the **Australian Dental Foundation**, working together to improve the oral health of our clients. This partnership is a significant step towards prioritising the well-being of our clients by providing improved dental care services. The initiative aims to positively impact their overall health and comfort.

Maintaining good oral health is essential as it not only contributes to a healthy mouth but also significantly impacts overall well-being. Poor oral health has been linked to various systemic conditions, including cardiovascular disease, diabetes, and respiratory infections. Regular dental care not only prevents oral issues but also plays a crucial role in safeguarding one's general health.

To ensure transparency and choice, consent forms for these dental services are readily available at our reception.

HOSPITALITY

Seaton Café

Seaton features an on-site cafe open from 8:00 am to 2:30 pm, Monday to Friday, welcoming clients, visitors, and staff. Enjoy the daily specials or place an order for a freshly prepared meal from our main kitchen or just indulge in delicious snacks and hot drink. We also have our own specialist blend of coffee beans from **Coffee by Ross**. You can grab a bag or pods at your next visit. Make sure to include a visit during next time you're on site!



Lost property

We've accumulated quite a collection of unclaimed clothing, which occasionally happens, especially when items labels are not clear. To address this, our administration team can assist clients and their representatives by ensuring proper labelling before placement in rooms or units occurs. If you need assistance with this and would like to enquire how to access labels, please let us know, and we'll be happy to help. Lost property will be displayed during specific periods:

- April 8th – 15th,
- August 5th - 12th, and
- December 2nd – 10th

Any unclaimed items which have not been collected during these periods will be donated to a local charity. That being said, please feel free to review lost property at any time.



COMMUNITY CARE

As mentioned earlier in this newsletter, the Commission recently conducted a site reaccreditation audit of our community program against the Aged Care Standards. While recognising opportunities for improvement, we are pleased to highlight positive aspects of the report and the exciting enhancements it will bring about.

Initiatives include:

1. Trialling new client management software for more effective assessments and risk management and communication with our team of support workers out in the community,
2. Continuing to work hard on recruitment and in particular for a full-time Registered Nurse who will oversee clinical needs and collaborate with each coordinator for timely interventions, and
3. reviewing key performance indicators in preparation for the Commission's mandatory reporting program.

All of these activities translate into exceptional and well-considered care for our clients. Further details will be shared in the coming weeks, and we eagerly welcome any feedback.

VOLUNTEERING

National Sauce Making Day

It's that special time of the year when homegrown tomatoes reach their peak, marking the prime season for making Sugo or what I fondly call "National Sauce Making Day."



Crafting homemade sauce holds significant importance in our Italian heritage, bringing families and friends together.

Traditionally, the kids take charge of placing basil in the jars and bottles, the ladies handle washing and cutting the tomatoes, and the men oversee boiling and pureeing not to mention capping the bottles!

After a day of hard work, we all enjoy a rewarding meal of pasta with freshly cooked sugo. We are planning a pasta feast where our clients can all enjoy sampling this special sauce!

The success of this day is made possible with the invaluable help of our volunteers Peter, Flavia, Rita, and Pina, along with the support of the management team.



In this photo, Pina and Peter express immense pride in our sauce-making efforts. Our incredible volunteers play a crucial role in making such wonderful things possible.

Volunteer training event

SSH AC hosted a special training and recognition event for our devoted team of volunteers. The session not only covered the roles and responsibilities of volunteering in aged care, but also included training in manual handling and food safety training. The event concluded with a celebratory lunch, marking the end of another productive year.



It's not everyone, but group shot of 'nearly' all our aged care volunteers!



Learning why hand hygiene is so important before the big test 😊



SOCIAL AND WELLBEING

Radio Italiana

We feel privileged to have a consistent monthly feature every second Tuesday at 10am on Radio Italiana, providing an avenue to connect with our Italian community and share insights into life at Saint Hilarion. Through these broadcasts, we aim to dispel some aged care myths and respond to our community questions.

In our latest segment, you would have heard from our Fulham Villa client, Rina, as well as other team members including Patrizia, Rosi, and Sister Filomena.

Want to tune in? Go to 531 on AM network.



Activities galore in SSH residential care

Did you know, people of a senior age who have strong social connections have a greater sense of belonging, which is associated with improved physical, mental, and emotional health.

Our activity calendar offers something for everyone! Whether it's cooking, bus outings, music therapy, happy hours, arts and crafts, or regular rosary and mass, there are numerous ways for people to connect.



*Making **Pitti Di San Martino** which are pastries typically made in the town of Caulonia and other towns in the province of Reggio Calabria. These are traditionally made before Christmas.*

At The Villa there are a few residents who lead the "masterclass" along with our volunteers!

The schedule of activities is prominently showcased across our facilities, ensuring easy visibility for visitors to anticipate upcoming events. Our welcoming lifestyle team works hard to involve as many clients as possible and extends personal invitations to ensure everyone feels included.

A quick rest stop for Maria after picking some spinach with our volunteers.

Gardening is one of her fondest past times and we're only too happy to keep this one up!



If you have **suggestions** for something new, please don't hesitate to inform us.

The simplest way to do this is by completing a feedback form.



A message from the Society President

To all our Members, Families and Friends welcome to 2024.

On behalf of myself and the Society Executive Committee we hope you and your families all had a safe and wonderful Christmas and New Year.

Finally, Summer has arrived! 2023 was a very successful year for the Society of Saint Hilarion. From holding and supporting cultural events throughout the year. From our famous Quiz Night to taking part in the Adelaide Italian Festival Opening night. And of course, our most important event of the year, the annual Feast Day of St Hilarion.

Upon reflecting on the year's activities, I would like to take this opportunity to thank the Executive Committee and all the hard-working St Hilarion volunteers for their dedication and contribution throughout the year. With the success of these events, we were able to bring to the community a fantastic and successful festa along with being able to support our Aged Care, by donating equipment to ensure our Aged Care recipients receive the best support and care.

Wishing you all the best. Regards Vince Greco

Quiz Night:



Donated trailer and bus signage to SSH Aged Care:



Mastazzoli making with our volunteers and the Committee of Madonna Di Crochi:



Feast Day of St Hilarion:

