



A MESSAGE FROM THE CEO

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

As we embrace the winter season, I am delighted to introduce the Society of Saint Hilarion Aged Care Winter Newsletter. This season brings not only a change in weather but also exciting developments, insights, and reflections on our journey over the past months.

We had the great news of both our Seaton and Fulham facilities ranked with 4 stars each by the Aged Care Commission – an incredible achievement made only possible by the great work of all staff and volunteers in every part of our aged care mission. We also saw the fantastic celebrations of the Saint Hilarion May mini feast at Seaton, ably supported by Vince Greco and the Saint Hilarion Religious and Cultural sub-committee. We had an incredible donation of Italian photography of Italian cities at night by the Italian consulate of South Australia, with poster size photographs on display at both Seaton and Fulham, and we also celebrated volunteering in the month of May at the mini feast. We celebrated Mother's Day with a high tea at Seaton with the Fulham High Tea unfortunately being cancelled due to a COVID-19 outbreak. My compliments and congratulations to Natalie Albany, our Hospitality Manager for coordinating all of the events above, adeptly supported by all across our wonderful organisation.

This newsletter is a testament to our commitment to keeping you informed and engaged with our mission. Your support and collaboration are integral to our continued success, and we are grateful for your unwavering partnership.

I encourage you to take a moment to read through this Winter edition, celebrate our shared achievements, and stay connected with our vision for the future. As always, your feedback is invaluable to us, and we welcome any thoughts or suggestions you may have.

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

Cordiali saluti,
Vincenzo Libri

QUALITY AND SAFETY

The Aged Care Quality and Safety Commission

We are thrilled to announce that our Seaton site on the 4th of July underwent an assessment by the Aged Care Quality and Safety Commission. We are proud to report that Seaton met all requirements, reflecting our unwavering commitment to providing the highest standards of care. This achievement is a testament to the hard work and dedication of our staff.



Star Ratings Excellence

We are pleased to share that both our Seaton and Fulham sites have maintained their impressive 4-Star Ratings for yet another quarter.



This consistent performance highlights our commitment to excellence in care and service and focus on improvements.

Engaging Food Forums

Our recent Food Forums at both Seaton and Fulham have been a great success! We continue to receive fantastic feedback from our clients, which will help us continuously improve our service and enhance the dining experience.

Your input is invaluable, and we thank you for your enthusiastic participation.

If you would like to attend, see the posters with meeting dates displayed throughout the homes.





Feedback matters

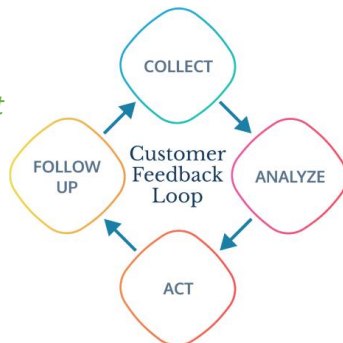
Feedback in aged care is crucial for continuous improvement, ensuring the well-being of all clients, and enhancing the overall quality of care provided. When you provide feedback, it serves as valuable input for improvement.

What is a Customer Feedback Loop?

A customer feedback loop is a system that helps us improve our services by actively listening to your experiences and suggestions. Here's how it works:

- 1. Collect Feedback:** We gather your opinions, comments, and suggestions through surveys, reviews, and direct conversations.
- 2. Analyse:** We review the feedback to identify common themes, issues, and areas for improvement.
- 3. Act:** Based on your feedback, we make necessary adjustments and improvements to our services.
- 4. Follow Up:** We keep you updated on the changes we've made and how your feedback has helped us improve.

By continuously following this loop, we ensure that your voice is heard and that our services meet your needs and expectations. Your feedback is invaluable in helping us provide the best possible care and support.



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

1. Using our online feedback form available on our website or completing a blue feedback form onsite;
2. Emailing quality@sainthilarion.asn.au; or
3. Calling 8409 1500 and speaking with us during business hours.

OUR PEOPLE

Welcome to the team!

We are pleased to welcome many new starters to our residential care team, which has significantly reduced our reliance on agency staff. This change ensures more consistency and familiarity in the care we provide.

Additionally, we are excited to introduce Nigel, who has joined our Seaton maintenance team. Welcome, Nigel!

HOSPITALITY SERVICES

The month of May was a bustling time for our hospitality teams at Seaton and Fulham, filled with events that brought joy and a sense of community to our clients and their families.



Pictured above, Katies beautiful family enjoying our Mother's Day event.

We kicked off the month with our first Mother's Day High Tea, which turned out to be a great success enjoyed by many. The event was well-received, with delightful treats and heartfelt moments shared among mothers and their loved ones.



Following this, we held our annual Mini Feast for both Seaton and Fulham.

This feast has become a cherished tradition, allowing clients and their families to come together and enjoy a wonderful meal.



Adding to the festivities, we also celebrated our annual St. Anthony Day at Fulham, honouring the traditions that are deeply rooted in our community.



The picture of the Christ child in St. Anthony's arms tells us that we must become childlike in the way we treat this world.

We owe a debt of gratitude to our dedicated catering and lifestyle team, the Religious and Cultural Committee and our cherished volunteers who tirelessly contribute to making these events a reality.

Special thanks go to each of them for their ongoing devotion and commitment to providing traditional methods of cooking for our homes.

Hosting these special events is an integral part of our culture. We believe that creating special memories not only warms our hearts but also fosters a humble, home-like experience for our clients and the staff who participate in organising these events.

Seaton Laundry – Lost and Found

Important note: From the **22nd July – 12th August** unlabelled clothing will be available to view in the Seaton meeting room.

Any unclaimed items which have not been collected during this time will be donated to a local charity.

A Friendly Reminder: Label Your Clothing

To help prevent clothing from getting lost or mixed up with others' belongings, please remember to label all clothing items. If you need assistance with labelling, our Administration staff can provide the necessary forms for proper labelling.

If you prefer to use a marker, please be aware that the ink can fade over time with washing, which might lead to lost items. Ensuring all clothing is clearly labelled helps us keep everyone's belongings safe and organised.

Thank you for your cooperation!

VOLUNTEERING

Congratulations: Celebrating Maria's Achievement

We are thrilled to announce that Maria has won the Aged Care Volunteer category at the Co.As.It Volunteer Awards for all of South Australia! This prestigious award was presented at a wonderful event held at The Sicilian Sports and Social Club on Thursday, May 16, 2024.



Maria's dedication and the love she shares with our residents have truly shone through, earning her this well-deserved recognition. Congratulations, Maria! We are incredibly proud of you and grateful for your unwavering commitment to our community.

National Volunteer Week

The week of 20-26th May marked National Volunteers Week. National Volunteer Week is a special occasion for us at Saint Hilarion Aged Care because it allows us to celebrate and recognize the incredible contributions of our volunteers. These dedicated individuals generously give their time, energy, and compassion to enhance the lives of our residents.

During National Volunteer Week, we take the opportunity to express our heartfelt gratitude and acknowledge the invaluable support our volunteers provide. It's a time to honour their selflessness, celebrate their achievements, and highlight the positive difference they make in our community.



On the day of our Mini Feast, we invited them to join us for a delicious lunch and took the opportunity to recognise each with certificates of appreciation presented by our CEO, Vincenzo.



A very special mention must go to our youngest volunteer, Valentina, who, at just 8 years old, spends her school holidays assisting her Nonna in our community kitchen.

Valentina's enthusiasm and dedication are truly inspiring.

CLINICAL CARE

Important Update on Taxi Services for Clients Using Princess Chairs

We recently learned that Suburban Taxis and Adelaide Independent Taxis have changed their policies and no longer accommodate Princess Chairs in their vehicles. While they still allow regular wheelchairs and Tilt-in-Space chairs, Princess Chairs are no longer accepted. This policy change happened sometime in June, but it hasn't been widely shared or explained with providers.

This change affects our clients' ability to get out and about, especially those living in residential care.

Our clients use Princess Chairs and have been assessed by our Allied Health team as unsuitable for other types of chairs, even for short periods. While we recommend against using alternative chairs, it is ultimately up to the clients and their representatives to decide if they want to take the risk and use a hire chair for outings.

We understand how important independence and social connections are, and we're here to support you in any way we can during this transition.

Environmental updates

We are implementing important changes at Saint Hilarion to enhance client accessibility and comply with Aged Care Quality Standards. These updates include the introduction of custom swipe cards for clients who are not environmentally restrained, allowing them to move freely throughout the home and access the main gates 24/7.

Additionally, we've installed sensors at key entry and exit points, removed the entry code for lifts at Seaton between the ground and first floors, and updated pedestrian gate access to require swipe cards outside of visiting hours.

These changes are designed to support our clients' independence while ensuring safety. More detailed information about these changes is available on our website and at reception. If you have any questions or concerns about these updates, please reach out to the Clinical Nurse overseeing your area. Thank you for your cooperation as we work to improve our environment.

HOSPITALITY

A Taste of Southern Italy at Saint Hilarion

At Saint Hilarion, we cherish the traditions that bring us together, and what better way to celebrate community than through our beloved pasta from Southern Italy, **Cavatelli**.

Cavatelli is a traditional pasta that hails from regions like Abruzzo, Molfetta, and Campania. Known for its unique shape, this small, shell-like pasta is perfect for holding rich sauces and hearty ingredients.

Volunteers, staff, and clients came together to hand-make this small, shell-like pasta, sharing stories and enjoying the experience.



This event highlighted the joy of connecting through food, celebrating heritage, and strengthening our sense of community.

COMMUNITY CARE

Another achievement for our community team!

Earlier in July, the team had a visit from the Aged Care Quality and Safety Commission to discuss some of the significant improvements made following their program audit in January.

We are extremely proud to confirm that the team have met all requirements of the Aged Care Standards and have achieved full reaccreditation as a result.

Well done everyone, we are very proud of the work we're doing in the community and the commitment we make to strengthening these relationships.

Social and Wellbeing

Tempo Mio in Giro: Embracing Life Through Social Connections

"Tempo Mio in Giro," which translates to "My Time Around," is a special social program at Saint Hilarion designed to enrich the lives of people by encouraging social interaction, exploration, and community engagement.

At Saint Hilarion, we believe that staying active and socially connected is key to overall well-being.

"Tempo Mio in Giro" is more than just a social program - it's a way to continue exploring, building friendships, and making cherished memories.

This program is available to clients receiving a **Home Care Package**. It offers a variety of activities, outings, and events that allow residents to connect with each other, explore new interests, and enjoy meaningful experiences. Whether it's a group outing to a local park, a cultural event, or a simple coffee catch-up, "Tempo Mio in Giro" is all about creating opportunities to live life to the fullest.

Bookings are essential! Enquire today on 8409 1500

OTHER NEWS...

Stay Connected with Saint Hilarion on Social Media

We are upping the ante on Saint Hilarion's social media presence!

To keep you informed and engaged with everything happening at our Fulham and Seaton sites, we are actively posting on Facebook and Instagram.

Follow us for the latest updates, events, and heartwarming stories from our community. By liking and subscribing to our pages, you can stay connected and be a part of the vibrant Saint Hilarion family.

Here's just a snippet of what we've been sharing with our community!



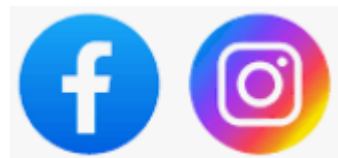


The Society of Saint Hilarion

Quarterly Newsletter Winter Edition 2024



Be sure to join us on another platform to connect and share in the special moments that make our community unique.





The Society of
Saint Hilarion

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As we wrap up this edition of our newsletter, we want to extend our

heartfelt thanks to our clients,
both residential and community care, along with their loved ones.

Your *trust, support, and involvement*
are what make our services truly special.

Together, we continue to create a *caring, vibrant* community that
enriches the lives of all who are part of it.

Thank you for being an essential part of what makes Saint Hilarion Aged Care great.