



ST LOUIS HOME CARE
LIVE WELL

21st October 2024

Dear Clients, Friends, and Family of St Louis Home Care,

We thank you for your ongoing support of St Louis Estate, Home Care, and for taking a few minutes to read our October 2024, Newsletter.

We encourage our clients and family members to keep informed as the aged care industry enters further reforms with significant changes. A new Aged Care Act, Strengthened Aged Care Standards, and the Support at Home program will commence on 1st July 2025. The Department of Health and Aged Care released the following webinar for clients, family members, and representatives to keep informed <https://www.youtube.com/watch?v=xu7CpmPug0A>

St Louis Home Care plans to host an information session on the above-mentioned aged care reforms in early 2025 for clients, families, and representatives to attend.

Are you making the most of your Home Care Package? With the anticipated aged care reform changes pending from July 2025, St Louis Home Care is offering an information session to explore your home care service options, as part of your Home Care Package. You're invited to join Karena Sherriff and Emma Jenkin to discuss what service items and products may be included in your Home Care Package.

Date: Wednesday, 27th November 2024,

Time: 11.00 am – 12.00 pm

Venue: Kingsmill Lounge, St Louis Estate Homestead

Please register your interest to attend, with Tanya Birnie at (08) 9385 3406 or email homecare@stlouisestate.com.au.

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New Computer Software: The St Louis Home Care team has been busy working behind the scenes preparing for our new software system called Sandwai.



Sandwai is an award-winning and purpose-built home care software system providing scheduling, care management, and mobile solutions for Australian home care providers. Founded in 2013, Sandwai is Australian owned and operated with all administration, support, and development based in Australia.

St Louis Home Care will commence using Sandwai from November 1st, 2024. We aim to provide a smooth software transition for our team and clients, but if you experience an error in your schedule, please do not hesitate to contact the office at (08) 9385 3406 or email homecare@stlouisestate.com.au. We will do our best to resolve your concerns efficiently and effectively.

Staff Use of Mobile Phones: You may have noticed that Home Care employees will spend time on their mobile phones during your visit. We can assure you that this is a requirement of their role.

Our team members use an App on their phones to commence and end your visit, plus to access a list of tasks that have been assigned as part of your visit (according to your care plan). At the end of each visit, we encourage our team members to leave a note to keep the team updated. If you have any concerns about the amount of time an employee is spending on their mobile phone during your visit, please contact the Home Care Office at (08) 9385 3406. We will be happy to address this.

Small Social Group Outings: St Louis Home Care wishes to offer our clients a variety of small social group outings at local venues of their choice. Small social group outings can be designed by you and a small group of friends (maximum of 4 people) or you're welcome to join in to meet new friends from St Louis Estate.

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Nicola Cross, St Louis Home Care Employee, is available each Wednesday between 1 and 3.30 pm to facilitate small social group outings at a local venue of your choice. A minimum of 3 people, per booking is required, with one week's notice to confirm the booking. The cost per person is \$55.00 for the social outing, including, transport and Nicola's assistance on the day (between 2 to 2.5 hrs). Any venue entry fees, refreshments, or meals will be at the participant's cost.

We welcome you to join one or more of the following small social group outings taking place over November 2024. Please book with Tanya on (08) 9385 3406.

Date: Wednesday, 13th November 2024

Venue: Visit the beautiful Garden Affair Nursery/Gift Shop followed by afternoon tea at the Secret Garden Café on Angelo Street, South Perth

Time: 1.00 pm – 3.30 pm

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 6th of November 2024

Cost: \$55.00 per person, free entry, afternoon tea at participant cost.



New Men's Small Group Outing: Simon Burke welcomes you to join him for lunch and refreshments at the historic Albion Hotel.

Date: Thursday, 21st November 2024

Venue: Albion Hotel, Cottesloe.

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 14th of November 2024

Cost: \$55.00 per person, free entry, lunch at participants cost.





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Date: Wednesday, 27th November 2024

Venue: Fish and Chips Fremantle. Enjoy fresh fish and chips with friends overlooking Fremantle Harbour.

Time: 1.00 pm – 3.30 pm

Minimum number of people: 3 (maximum number of 4 people)

RSVP: Wednesday 20th of November 2024

Cost: \$55.00 per person, meal and drinks at your cost.



Our Cancellation Policy: St Louis Home Care aims to roster your home care services based on your agreed care plan, with staff best matched to your preferences. If you wish to receive a copy of your weekly schedule (Friday for the week ahead), please contact Dom Charles, at (08) 9385 3406 or email dcharles@stlouisestate.com.au.

If you're unable to keep an appointment, please provide 24-hour notice (Monday to Friday, 8.00 am – 4.00 pm) to the Home Care Office at 9385 3406, and we will attempt to reschedule your visit. Cancelled appointments with less than 24-hour notice will incur a full cancellation fee, as we still need to pay our employees for their time. A cancellation fee applies to all home care services, including, personal care, transport, meals prepared and medication assistance, respite care, social support, gardening, cleaning, nursing, physiotherapy, and remedial massage. A cancellation fee will apply if you're not home when our home care worker arrives for your visit, except for cleaning services with your prior consent to clean in your absence.

We strive to ensure all rostered visits occur when they are planned. Sometimes there may be an unexpected need for us to reschedule or cancel a planned visit, for example, if your regular home care worker is absent from work and an alternative worker is not available. In this instance, we will phone you to discuss options and to arrange another time for a visit.





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St Louis Home Care feedback survey: St Louis Home Care wishes to thank all clients who returned their feedback survey. We received 21 responses from clients and family members, who shared the following responses to our questions or statements.

Question/Statement	Response
Staff treat me with respect and dignity	100% of clients agreed.
Staff respect my choices, safety, and independence.	94% of clients agreed. 6% of clients disagreed.
The staff are capable, kind, and care about me.	95% of clients agreed. 5% of clients disagreed.
I feel listened to and involved in the planning of my care services.	95% of clients agreed. 5% of clients N/A.
How satisfied are you with the St Louis staff in assisting you to meet your personal goals as part of your support plan?	95% of clients satisfied. 5% of clients are neither satisfied nor dissatisfied.
My services are delivered at a time that is convenient for me.	84% of clients agreed 16% of clients neither agreed nor disagreed.
How likely is it that you would recommend St Louis Home Care to a friend?	81% of clients are likely to recommend St Louis to a friend.
What do you value most about the services you receive from St Louis Home Care?	





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“That it helps me remain in my own home”

“All services in a caring environment”

“Always cheerful and efficient with an ability to anticipate one's needs”

“The variety of ethnicity of staff. Always cheerful.”

“Friendly, competent, efficient. Thanks for the timetable sent in the week prior.”

“Prompt response to changes required. Very receptive and flexible”.

How can we improve the quality of our services?

“Sometimes a care person will leave early when not all tasks are completed. Sometimes my schedule and carers are not the same. Sometimes hours of arrival do not suit me. A little more contact from case manager would be good.”

“Carer needs to be monitored. Staff or owners to have spot visits on the weekend.”

“Continuing carers is important to me because I have friendships and trust with my carers.”

“I find constant change of carers last minute difficult.”

On behalf of St Louis Home Care management, we genuinely thank you for your feedback. We view all feedback received as an opportunity to improve the quality of our care to you and others.

In summary, our key takeaway learnings from this survey include ensuring our team demonstrates capabilities in respecting your choices, safety, and independence, with care and kindness; improved consistency in-home care staffing; ensuring staff





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stays for your full visit to complete tasks per your care plan; more regular contact from your case manager; and to minimize the changes of care staff at last minute.

We encourage you to provide regular feedback to our team. You can complete our Feedback Form (attached below), or speak with your Care Manager, as they are best placed to achieve a fast and suitable outcome for you. Alternatively, you can share your feedback with our Home Care Manager, Karena Sherriff at (08) 9385 3406 or ksherriff@stlouisestate.com.au or homecare@stlouisestate.com.au.

You're welcome to engage an external advocate to assist you with providing your feedback via the following advocacy options.

ADVOCARE

4/16 Kitchener Ave Victoria Park, WA 6100

Freecall™: 1800 655 566

Phone: (08) 9479 7566

Fax: (08) 9479 7599

Email: rights@advocare.org.au

Website: www.advocare.org.au

AGED CARE QUALITY AND SAFETY COMMISSION

GPO Box 9819 In your Capital City

9.00 am - 5.00 pm weekdays AEST

After-hours calls will be returned as quickly as possible.

Phone: 1800 951 822

Website: www.agedcarequality.gov.au

Email via info@agedcarequality.gov.au

National Aged Care Advocacy Line Phone: 1800 020 103

OLDER PERSON ADVOCACY NETWORK (OPAN)

8.00 am - 8.00 pm weekdays 10.00 am - 4.00 pm Saturdays

Phone: 1800 700 600

Warm regards,

Karena Sherriff and the Home Care Team

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Feedback Form – Aged Care Services

St Louis Home Care welcomes feedback. This form is one way for you to tell us about your experience.

You may choose to place your feedback form in one of the provided envelopes. You may also choose to remain anonymous however should you choose this option we will not be able to provide you with a response.

If your feedback is a complaint, you can be assured that it will be managed in a confidential manner. If your feedback is a suggestion for improvement, it will be discussed at the appropriate forum.

Please advise staff if you wish to report a maintenance issue.

Please indicate which best describes you: Consumer Representative Advocate Staff
Other

Name:			
Address:			
Post Code			
Telephone:		Email:	
Today's Date:			

Feedback is a: Suggestion Compliment Complaint

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Your Feedback:

How do you think this could improve?

Would you like a reply to these comments? Yes No

What would you like to see happen as a result of your feedback? (Please tick as many as appropriate)

<input type="checkbox"/> Apology	<input type="checkbox"/> Explanation	<input type="checkbox"/> Brought to attention of staff
<input type="checkbox"/> Change in procedure or policy	<input type="checkbox"/> Not sure, I am just registering my concern or suggestion	<input type="checkbox"/> Other:

We appreciate you assisting us in identifying potential opportunities for improvement to the quality of our service.

Please place this form in our feedback box or hand it to a staff member.

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