NEWSLETTER FEBRUARY 2019

Update from the Chairman

2019 A YEAR OF CHALLENGES

As I looked at our performance as an aged care provider in 2018, I must reflect that it has been a very difficult and challenging year. As with many of the other providers in the industry we have all come under the microscope and the regulators have increased their scrutiny of the industry’s overall performance.

The Government, through their aged care policies and funding, have sought to review the role and services of providers by consolidating the standards into a single framework which will come into force on 1 July this year. In addition, the full force of providing the consumer with a wider level of choice through the Consumer Directed Care (CDC) policy has been well received and many aged care recipients have chosen this path.

This has placed enormous pressure on the government’s funding stream and while significant increase in funding new packages (10,000) there are many thousands of eligible recipients’ waiting to be assessed and funded. In our case the number of home care packages that we now manage have grown from 10 to 65 in less than two years.

This has had a marked effect on providers and has placed pressure on the residential numbers in-house. In our case, our residential mix has seen a higher number of high care and palliative care recipients which has changed the service delivery operations required by care staff.

In a recent announcement through the media, there have been strong calls for extra training for staff to provide appropriate services to recipients living with dementia.

Accordingly, the industry can expect significant challenges in service delivery requirements in the immediate and longer term. Add to this the start of the Royal Commission into Aged Care Quality and Safety (located in Adelaide) will most certainly reinforce these needs.

On the staffing front there have been major changes in our senior staff structure. After just over 5 years of service as Director of Care Services and more recently as CEO, Thuy Phan (pictured above with staff at her farewell) has moved on to take up a senior position with ACH.

SEATON
- Ash Wednesday Mass - 6 March from 10:45am
- Lady Gowrie Kindy Visit - Thursday, 7 March from 1:30pm
- Nazzareno playing the Organetto - Friday, 5 April from 2pm
- ANZAC Day Tribute Show with Dorothy - Thursday, 25 April from 2pm
- Mother’s Day Special Afternoon Tea - Friday, 10 May from 2pm La Strada
- Frank Ferraro Mother’s Day Tribute Concert and Afternoon Tea - Tuesday, 14 May from 2pm
- Society Volunteers Mass and Lunch (invitation only) - Sunday, 26 May from 11am

FULHAM
- Ash Wednesday Mass - 6 March from 3:30pm
- Saint Patrick’s Day Special Tribute Show with The Mellodees - Wednesday, 13 March from 1:30pm
- ANZAC Day Tribute Show with Rojo - Tuesday, 23 April from 1:30pm
- ANZAC Day Breakfast, watching the service - Thursday, 25 April - Two up game followed by ANZAC Biscuit Afternoon Tea from 1:30pm
- Mother’s Day Concert with Frank Ferraro & Special Afternoon Tea - Friday, 10 May from 1:30pm
- Season’s Choir Easter Singing - Saturday, 11 May from 2pm

... cont
Thuy was very active in our organisation during 2013 with then CEO - Marcia Fisher, Catherine Willoughby and Frank Naso; she assisted in remediating a long list of non compliances that threatened at the time to have serious consequences on our operations.

In more recent times, Thuy was instrumental in the redesign of our operational clinical care structure to yet again address similar issues. This has proven very successful and with the work of our clinical team and care workers we received a very favourable report from the new Commission’s assessors in early February. The challenge now will be to maintain these high service levels as within a few weeks we will be reassessed for the renewal of our registration as an age care provider.

Following on, Frank Naso has also moved onto one of Australia’s largest aged care providers - Regis Age Care. This provider has 62 sites throughout the country and Frank will be taking a senior role as relieving site manager. Frank hopes that this will ultimately lead to acquiring a future position as Site Manager.

In departing our organisation Frank leaves the residents and Saint Hilarion with a significant gift, that being the ownership of his invention the *Naso Sling*. Apart from winning many awards, Frank won the AMP Tomorrow Fund Award for the invention of this sling. For those that use the sling it has been a marvellous aid to their comfort of being moved.

We wish these two marvellous aged care executives our best wishes in their new career directions.

In terms of their replacements: Michael Bailey has been appointed as Acting General Manager while the organisation sets up for the recruitment of a new CEO. The Allied Health and Community teams are undergoing a review to determine a direction for their activities and operational responsibilities.

Other key matters the organisation is dealing with include the finalisation of the Strategic plan (which will be an essential element for registration) and the organisation’s submission to the Royal Commission. Although both are important documents, the submission to the Royal Commission will be the one that may attract more interest as it will be in the public domain.

In rounding up my article, I bring you back to the headline that it will be a challenging year for all providers to address new aged care policies, standards and procedures while at the same time responding to an increased level of scrutiny of our performances from the regulators and through the Royal Commission.

The only way to achieve this will be through good clear leadership by our Board, Executives and our employees. Working together will protect the viability of our operations and fulfil our responsibility to our residents and care recipients. This includes our charitable Ethos that is inbuilt into our Constitution.

We have wonderful, professional, and competent staff at every level working for us; this capacity was demonstrated with the result they achieved from the assessor’s feedback following the recent inspection.

Let’s keep up the good work!

Orazio Di Carlo
Chairman
Saint Hilarion Aged Care Board
To all our Members, Families and Friends welcome to 2019. I hope you all had a safe and wonderful Christmas and New Year.

2018 was a very successful year for the Society of Saint Hilarion. Our volunteers worked tirelessly throughout the year in order to not only keep our traditions alive, but to ensure our Aged Care care recipients receive the best possible care. Upon reflecting on the year’s activities, I am overwhelmed by the efforts that our volunteers and members made at each and every one of our events. I would therefore like to take this opportunity to thank all of Saint Hilarion’s hard working volunteers for their efforts throughout the year – working alongside them is an absolute privilege.

The Society’s Executive Committee has started planning and locking in dates for our exciting 2019 event program. The plan is in place and what an event plan we have scheduled.

We started our event program by participating in the Australia Day Parade which was held on Saturday, 26 January. We have participated in this event in previous years as an invited guest of the Co-ordinating Italian Committee under their banner. Late last year we applied to the Australia Day Council of South Australia to participate under our own banner, and we were successful.

Therefore, this year the Society of Saint Hilarion participated under our own banner showcasing our culture, connections with aged care and representing the Italian Community.

It was a fantastic day, and I would like to thank all that made the time to come along and join us in the parade. I would like to especially thank Rosi Manzella and her team for organising our residents from the Fulham Villa to attend - we had our two community buses full of residents and they all had a fantastic time.

The Australia Day Parade departed from Franklin Street/Victoria Square and proceeded down King William Street to Elder Park, where the Society were recognised by delegates of the Australia Day Council and SA Government for the work that we do within the Italian and greater community.
President’s report continued . . . .

More than 4,000 people participated in the Australia Day Parade through the streets of Adelaide led, for the first time, by members of the state’s indigenous community. Once at Elder Park we enjoyed more festivities, great food including a concert headlined by pop duo The Veronicas and a spectacular fireworks display.

Recognising our Volunteers

The Society of Saint Hilarion would like to thank all of our wonderful volunteers who continue to support our services and community with their passion and generosity.

Reflecting this, we are hosting a Mass and a special Volunteers Lunch at The House of Saint Hilarion in May. This coming together of our community deliberately coincided with the May Feast which celebrates the miracle of rain performed by Saint Hilarion at Caulonia on 14 May 1855. Traditionally the Volunteers Lunch is held the first Sunday after 13 May.

This year our Volunteers Lunch and Mass will be held on Sunday 26 May. With Mass at 11:00am in the Scalabrini Chapel at The House of Saint Hilarion (7 Kelly Avenue, Seaton). All are welcome to attend the Mass Service. Following the Mass our Society Volunteers Lunch* will be held in our Community Centre.

*Volunteer Lunch is by invitation only

Thank you

Vince Greco
President
The Society of Saint Hilarion

REMINDER: All electrical items must be tested and tagged

Care Recipients or relatives wanting to bring in any electrical equipment into the facility must seek management approval to ensure it is safe for Care Recipients and staff to use. To arrange for the item to be electrically safety tested and tagged:

It is a legal requirement that all electrical equipment bought into the Facility be tested.

The Society of Saint Hilarion can arrange for your equipment to be tested and tagged by professionally trained personnel to perform the electrical testing and tagging of equipment on site.

Microwaves, double adaptors, electric blankets, hair dryers, blow heaters and bar radiators are not permitted to be brought onto the property.
Update by Michael Bailey (Acting General Manager)

More than ever “we need to row in the same direction”, as this has become a sharp focus for our community where the efforts of our staff and the relationship with our care recipients and their family members determines how effective we are.

The recent assessment of the non-compliances by the Aged Care Quality and Safety Commission was a great result for us. The assessors observed many significant changes: staff are more confident in their job tasks and care recipients are satisfied that their care needs are attended to in a timely way.

In preparing for the many changes for aged care, the Saint Hilarion Aged Care common focus for staff, care recipients and families continues to be our mission and purpose “high quality aged care where older people thrive and embrace life”. As we are collectively and individually challenged by the changes, the way we choose to conduct ourselves and maintain our values of Respect, Trust, Compassion and Accountability makes a difference in our community. Where conduct or services are not as expected it is important that it is discussed in a manner that builds and strengthens our relationships. We have commenced a program that encourages feedback and builds relationships with a common purpose of our mission, purpose and values. Should you have concerns, please take the time to share them with the appropriate manager. We ask for your feedback and ideas for improvements.

We see the challenges and opportunities for Aged Care as a constant where we need to remain agile, we are working hard to continue to improve and meet the expectations of our community. This includes planning and responding to the following immediate issues.

- The commissioners for the Royal Commission into Aged Care Safety and Quality invited all aged care providers to provide a written submission regarding substandard care. Our response acknowledges the need for improvements at the service delivery level and changes to the broader sector services for the older person.
- The unannounced assessment for re-accreditation is likely to occur late March or early April. This will be an assessment of The House of Saint Hilarion - Seaton, against the current aged care standards. We have been focused on auditing our current services, conducting surveys and identifying any areas that require immediate actions. The upcoming assessment will include interviews with care recipients, family members, staff and management.
- The new Aged Care Quality Standards come into effect from 1 July 2019. This is a major industry change, where previously community and residential care had separate standards. The new eight standards for aged care will apply to both community and residential care. The increase from the current four standards to the eight standards changes the industry focus from a compliance focus to a consumer focus. Future assessments will evaluate the aged care provider on the ability to meet consumer choice.

More information on the above aged care changes will be made available at the Seaton and Fulham Resident/Relatives Meetings, staff meetings, education days, information sessions and general notices.

Michael Bailey
Acting General Manager
Volunteering is a very rewarding way to serve your community, while also providing you with the opportunity to make new friends. At Saint Hilarion we are able to offer a diverse range of volunteer experiences at both our Fulham and Seaton facilities which include but are not limited to:

- Gardening and general outdoor up-keep.
- Assisting with care recipients activity programs under the supervision of our Diversional Therapy team.
- One-on-one visits with some of our care recipients who enjoy the opportunity to talk with someone on a regular basis.
- Assisting in our Café Francesco Totino at Seaton.
- Fundraising.

Contact Fulham or Seaton Reception to find out more.

Did you know that the sun’s ultraviolet (UV) radiation is the main cause of skin cancer? You can see the sun’s light and feel the sun’s heat but you can’t see or feel UV radiation.

Do you check your skin for skin cancer? Most skin cancer can be successfully treated if it is found early. But without treatment, skin cancer can be deadly. Get to know your skin and what looks normal for you to help you find changes earlier. Get into the habit of checking your skin regularly.

This is also important if you have naturally dark skin. Although your risk of melanoma is lower, it is more likely to be found at a later, more dangerous stage than people with lighter skin.


Are you aware of Saint Hilarion’s UV radiation and heat policies, risks and controls, use of PPE and correct use of sunscreen?

It’s important to know what the UV index is daily to ensure correct preventative measures and work schedules are followed, including PPE.

Have you seen the new VOLUNTEERS NOTICE BOARD at Seaton? Ask at Reception next time you visit.

To improve communication and awareness between staff, volunteers and the organisation there is a notice board allocated just for Volunteers information.

Please refer to the Volunteer Information Board for updates such as training, legislation changes, social events and all other relevant information for volunteers.

The Board is situated near the front of the administration area. We hope the notice board helps to ensure all volunteers are kept informed of the operations of Saint Hilarion.
Seaton Updates

Resident’s Christmas Party

Our Seaton Resident’s Christmas Party was held on Wednesday, 12 December 2018 and our Residents were joined by family members and our Community members for a lovely 4 course lunch.
Nonna’s Kitchen Cooking program

Our new program Nonna's Kitchen Cooking was born from a collaborative idea from the head chef Roberto (pictured right) and care recipient Toni Mezzini (read more about Toni on page 12).

Toni hails from Molfetta in Italy and her cooking philosophy has always been simple. That is to keep it simple with traditional recipes passed on by her parents with minimal ingredients. Under Roberto’s direction, Toni is sharing that same home-spun philosophy here at Saint Hilarion.

The group started three weeks ago and the members of "Nonna's Kitchen" have been joined by Antoinette (a retired member of staff who missed life at Saint Hilarion and has now returned as a volunteer), Sister Dora and some family members.

Each of them have a passion for cooking and have created "Nonna's Kitchen" to share their recipes, inside knowledge and the delicious results speak for themselves.

Care recipients interested in baking or cooking are welcome to join every Thursday from 10:30am in the Dolce Santé/Community Kitchen. If you have special recipes that you would like to share with this group, please contact Marta.

We are looking at creating a special recipe book that can be passed onto your family members as well as our catering staff.
Happy 90th Birthday to Mrs Carmela Carbone

Carmela pictured below with her family celebrated her 90th birthday on Valentine’s Day. In the spirit of love, her family attended and brought her a huge cake to enjoy. Her family and friends also presented her with a lovely bouquet of flowers.

The front desk administrative staff was kept busy delivering the surprises to Carmela. Many happy returns on your special day, Carmela!

Visit by Korean Students

On a very hot day in January we hosted a tour for Korean students whose visit to Saint Hilarion brought laughter and humility.

The students are Nursing students who came to Adelaide to see the way Nursing Home Care is provided to the elderly. We were very proud to show them the Saint Hilarion way.

As the students were captivated with the kindness and support shown by our care recipients - in particular Mrs Immacolata Marafioti (pictured below left) who the students wished to take home with them.

The day was fantastic with students and care recipients exchanging life stories and sharing an Italian style afternoon tea. The students were not sure about the Chinnotto but loved the Tiramisu.

Thank you to our catering department for providing them with the lovely afternoon tea.

We wish the students all the best and hope to continue this exploring friendship with TAFE SA.
NOW AVAILABLE!!!

Caulonia in the Heart
Caulonia nel cuore

The settlement in Australia of migrants from a Southern Italian town
L’insediamento in Australia di emigrati italiani provenienti da una cittadina del Sud

By Daniela Cosmini-Rose & Professor Desmond O’Connor

82 copies of the book Caulonia in the Heart have safely arrived from Italy and are now available for sale from Reception at The House of Saint Hilarion.

Thank you to Italia Ceramics for ensuring our books arrived safe and sound.

Don’t miss out!!

Thank you!

SALE ON NOW!!

The Society of Saint Hilarion are running a promotion on our 60th Anniversary Book. The sale proceeds from these books go back to the Society.

Buy 1 x 60th Anniversary Book - $10

Buy 3+ 60th Anniversary Books - $8 each

Buy 1 Caulonia in the Heart Book and 1 x 60th Anniversary Book for $55.

Contact Seaton Reception on 8409 1500 for your copy at these special prices!
Mrs Mary Marshall (pictured at right) was surprised by her sister who visited her for a special lunch all the way from Victor Harbour.

Isabel Vickery (pictured left) hadn’t seen her sister for 10 years!

They enjoyed a lovely lunch recently to celebrate Mrs Marshall’s Birthday.

If you would like to organise a catch up with family or friends for lunch, morning or afternoon tea please contact our friendly Reception Staff. Meals from our lovely kitchen are available for $10 but please book ahead. Our café is open Monday to Friday from 9am - 3pm and tables can be pre-booked.

DID YOU KNOW...

At Saint Hilarion we grow our very own organic fruit and vegetables in the garden on-site? In fact, the land that the Home is built on was the site of a former market garden and some of our current residents used to visit the very same market garden!

We grow vegetables such as lettuce, cabbage, tomatoes, eggplant, chillies, and corn. In addition, we have herbs such as parsley, oregano, mint, sage, rosemary and thyme and finally peaches, pears, lemons, figs.

Everything grown is used by the kitchen and the cafe to bring you all the goodness that fresh, organic produce brings.

The tomatoes are also made into home-made tomato sauce made by Peter (as pictured) and Alfonso.

We want to especially thank our other volunteers Rocco, Brett and Nicola for their generous time spent in ensuring such delicious food is made possible.
Antonia (Toni) Mezzini (pictured right) was born in the coastal fishing port of Molfetta, Italy in 1923. Toni's earliest memories are of her and her family by the waterfront of Molfetta when she was 4 years old. Her father was a fisherman and she migrated with her family to Australia in 1934 and settled in Port Pirie. She met her husband John there and they married in 1945. They raised four children, Joseph, Sam, Raelene and Anthony.

Toni has very fond memories of life in Port Pirie. Toni and John went to the Ozone Theatre every Saturday night together and later took her children regularly to the local drive-in theatre. Her favourite movie of the era was 'Sweethearts' from 1938, which she watched again here last week for the first time in decades through the wonders of modern technology.

Toni was an integral part of the Molfettese community in Port Pirie and celebrated the festival of “Madonna dei Martiri” held annually on 8 September with great pride. After John passed away in 1984, Toni obtained her driver's license at age 60 and continued to drive until she was 90. She also returned to visit Molfetta in 1990 for the first time since she came to Australia as an 11-year-old.

Toni lived in the family home of 50 years in Port Pirie until she moved to Saint Hilarion late last year. Her children, ten grandchildren and eight great-grandchildren regularly visit her and she goes out every Friday night to the Cruising Yacht Club at North Haven with her eldest son, Joe to enjoy her favourite seafood meal. Cooking is part of Toni's DNA. She loved to make fish soup according to her special recipe, a delicious eggplant-based lasagna and arancini.

Toni is of the old school of cooking and likes to keep it simple, with olive oil and parsley always close by on the kitchen bench. She is looking forward to passing on some of her recipes to Roberto, the head chef and being a part of the new cooking program that the Lifestyle team is starting.

Toni is thankful for her new home at Saint Hilarion, and is especially appreciative of the "caring staff" and "the way they look after you".
Fulham Updates

CHRISTMAS SEASON AT THE VILLA

Christmas is a very special time at the Villa, attending special invitations from our friends at various clubs in the community. Most of our regular entertainers perform Christmas shows and of course, it would not be Christmas without our wonderful Molfetta and Every Seasons choir concerts. The Villas Resident’s Christmas party was held on Friday, 7 December, and as always, this event was the highlight of our Christmas events. One hundred and eighty residents, families, friends and special guests enjoyed the delicious lunch. A big thank you to Donna and all the Villa’s catering staff. Also thank you to Frank Ferraro, who entertained us along with Angel Manzella who sang Christmas carols for us, with everyone joining in. Last, but not least, our Villa Saint Hilarion Resident’s Christmas Choir for their wonderful performance. As always at our Christmas party, we thank our amazing volunteers, who, without their dedication throughout the year we will not be able to do or make our residents life here a happy and fulfilled one!

Let the photos tell our story.

More pictures on page 14 . . .
Fulham Updates (cont)
Christmas Day Special Guests from the Charles Sturt Council at Villa Saint Hilarion

Three years ago we were approached by the council regarding some of their constituents who still live alone in their own homes and consequently would be spending Christmas Day by themselves. Denise Rayner from the council went on to explain that these people did not have any family or friends to be with on Christmas Day. They asked us if we were able to provide Christmas lunch for these people to enjoy with our residents. “Of course we would” was our reply and so began this special tradition. Denise’s email received in early January read:

“Dear Rosi & Vivien,
I just wanted to say thank you so much for having some of our clients on Christmas Day for lunch. They all said how wonderful everything was, the company, the staff, food and drinks, and it was so lovely for them not to be on their own. We at Charles Sturt Council appreciated your kindness in making our clients so welcomed at Villa Saint Hilarion. Thank you so much. Regards, Robyn & Denise.”

Traditional food cooking and eating activity

Our special ‘traditional cooking’ activity is proving to be very popular with everyone. The first one for this year comes from the Molfetta region of Italy and was suggested by our resident Mrs Giacoma Pappagallo.

With the assistance from our volunteer ladies, Pina, Carmela, Isabella and Anna, lead by Giacoma, we made U CLO, a traditional Molfettese focaccia type food.

The wonder of these cooking sessions is although some residents do not actually participate in the hands-on part of this activity, it provides sensory stimulation, and they come together to reminisce and share their experiences.

Our photos show residents, staff and volunteers enjoying U CLOU for afternoon tea.

At our next session we will be going to Sicily to make “ARANCINI BALLS”. We can’t wait!
Art Therapy at The Villa
At Fulham we are taking art therapy to a new level, trying different types of art work. As we know this type of therapy is evidence based and effective mental health support. Individuals use art as a way of communicating where they are unable to speak or where words are not enough. At other times this activity can provide a chance to release emotions.

Other goals/benefits from this type of therapy are to relieve stress and anxiety and promote relaxation. It also provides social interaction with other people. This activity has also given some of our residents opportunities to learn new skills, and expressions of pride and smiles as they experience feelings of self worth when they see their finished art.

During a session, one of our residents was dancing and painting at the same time! We must thank our new facilitators, both qualified teachers Nadia and Gianna, who also happen to be children of two of our residents. Some of the new types of art we will be doing are printing with stamps and collage work using different materials. Everyone is feeling quite excited!
Villa Saint Hilarion Resident’s participating in the ‘Australia Day Parade’

The Society of Saint Hilarion has always walked in the Australia Day Parade, and Saturday, 26 January this year was the first time that our residents, families, staff and volunteers participated. A big ‘thank you’ must go to the Society President, Mr Vince Greco and Executive Committee member, Antonia Larizza, who applied to the Australia Day Council of SA for our own ‘stand alone’ spot in the parade, which included our two buses used to transport our residents. Vince and Society Members organised and held our Saint Hilarion banner and flags. To say that this experience was wonderful for our residents would be an understatement, because their faces were full of excitement and they felt so proud and honoured, as our photos show. One of our residents actually walked the whole parade!

To finish off an amazing evening we all went to Hungry Jacks, near the Villa for dinner. Everyone stated it was delicious. Thank you to Ilario Nesci and Gaetano Tropeano for being our bus drivers and taking good care of us!!

Welcome to Sister Judith

Sr. Judith was born in LA/Carlota/City, Philippines. She speaks English and Italian and arrived here in November last year. She has become a welcomed addition to our Villa Saint Hilarion Family. Sr. Judith is also a very talented guitar player and singer. At present, besides her pastoral duties, she is teaching our residents modern religious songs, which they have embraced. During her formation years Sister Judith also worked and lived in Rome, Italy. She is very familiar with the Italian language and culture.
Turning of the sod—Villa Fulham renovations

A sod-turning ceremony was held recently at Villa Saint Hilarion to bless the site of the new building extension currently under construction.

The new building is part of the Fulham refurbishment project. This part of the project will house the gym, hairdressing salon and modern toilet facilities and is expected to be completed in July 2019.

In attendance was our Acting General Manager - Michael Bailey, Chairman of our Aged Care Board - Orazio Di Carlo, Procurator - Roy Fazzalari, Board Members - Pino Dichiera and Dennis Ballestrin, Parish Priest Father Roger, representatives from the builders - Bruce Interiors and Constructions, and Cathy Young - Care Manager Fulham.

Roy and Orazio shared a reading from the Bible, whilst Father Roger prayed on behalf of the group and performed the rite of blessing by the sprinkling of Holy Water. He asked the Lord to guide all those involved in the project, praising Him for his provision of the resources to turn the plans for this exciting new development into reality and asked for safety and divine protection for all during construction.

We will keep you posted on the progress of the building during construction in future newsletters.
Hello - I am Heather.

Welcome to our new staff and a big thank you to the existing staff, who I know do an amazing job caring for our residents here at Saint Hilarion.

My role is to lead and contribute to the purpose of valuing our people and creating a culture of high performance and service.

I believe that our people are our greatest assets!

Last week I had the privilege to talk to a group of staff and introduce them to the Saint Hilarion culture.

Education is fundamental to everyone’s growth with thirty eight staff attending ‘Education Day’ and many staff have shared with me their feedback on how valuable they thought the day was for them being able to meet with others and share experiences. Julie Poole and I look forward to relaunching an extensive 2019 Education Calendar to continue to build capability and support staff to meet and exceed standards of care.

Central to the purpose and values of Saint Hilarion is effective teamwork to create a supportive and comfortable environment for all.

Relationships can take on many forms. They can be family, professional, friendship, and client centred. Fostering greater collaborative communication can serve two important functions, it disseminates information required to get things done and builds relationships of trust and commitment.

Components of good communication requires:

- Trust;
- Honesty;
- Respecting people and valuing all opinions;
- Empathy and compassion for each other;
- Listening attentively to others;
- Speaking clearly; and
- Active listening whilst paying close attention to what the other person is saying so that an appropriate response can be provided.

Are You Communicating Effectively?

Heather Hamilton
Acting HR & Projects Manager

Good communication helps create meaning and assists to achieve purpose. Open communication, by truly listening and understanding what a person is saying, can easily resolve issues more positively. Effective communication is a foundation for good teamwork creating a happier engaged, sustainable workforce and culture, resulting in positive individual care outcomes.

Exchanging ideas and being willing to change the way you usually perform a task can assist others as well as providing constructive feedback wherever possible. As I say ‘feedback is a gift’.

I ask you to think about how can you review your communication with others to build greater positive team relationships to contribute towards the wellbeing of those we serve.
Coffee...specialty cakes...pasta dishes...grilled meals... Vietnamese food, etc.

Have you been to the Café lately to see all the changes?

In addition to great coffee, our menu includes – gourmet cakes, grilled chicken/steak/bacon sandwiches, fresh assorted rolls/sandwiches, lasagne, pasta, and salads.

NEW - Vietnamese Salads, Banh Mi, and Cold Rolls.

We are open for breakfast, morning tea and lunch...you can also order in advance.

Why not book a table for your next luncheon?

While onsite, you can find our menu in the staff room, nursing station and admin area.

  Opening hours (Mon-Fri) 9am to 3pm
  Orders can be placed via phone (8409 1296)
  We look forward to seeing you soon!

HAZARD ALERT

Be alert to Hazards at Villa Saint Hilarion whilst we undergo refurbishment.

Please feel comfortable to notify our Care Manager or the Registered Nurse on duty if you notice anything you feel needs to be addressed.
Update by Mary Spudic (Director of Residential Care Services)

Being part of a great team at work that is intrinsically customer focussed is a phenomenal feeling. Do you know that feeling when your team is ‘in the zone’? It’s a sweet cocktail of emotions - exciting, challenging, safe and successful. You’re pumped to get out of bed in the morning and energised throughout the day. Well that’s me – what about you?

If you know that feeling, hold onto it!
The fact of the matter is, a lot of workforces suffer from poor communication, lack of trust, and low engagement - all of which erode the chances of teamwork in the workplace.

But, I genuinely believe, people still want teamwork. So, how has SSH improved our team work and customer service in recent months? It has been a bit tricky sometimes but also very rewarding. If it isn’t happening naturally, most people struggle to initiate the challenge to generate it themselves. So the key for SSH has been to give our team the right conditions to develop and grow.

Think about this: if you were trying to create a thriving vegetable patch, you wouldn’t just throw some seeds around and command them to grow - “Hey you, become a carrot. Now!” You would read the instructions, look at what they need (sunlight, lots of water, time) and provide them with that environment. It’s the same with teamwork; you need to give your team the right conditions to develop and grow.

Nurturing a healthy team culture is important to our workplace and workforce at SSH. Here are some of the improvement initiatives to date:

Leadership
They say “it starts at the top. They are the ones that the rest of the workforce look to for guidance,” so they should be establishing teamwork as the norm. Their behaviour will trickle down through the organisation to leaders at each level, then to all members of the teams. Eventually the whole organisation will come to accept and expect this mode of working.

It is amazing how much an organisation absorbs the behaviours of its leaders and how much leaders can influence the culture and values within their workforce.

Leadership achievements to date include the employment of experienced and expert Clinical Nurse Managers to join and lead our nursing and care teams. We have employed an Italian speaking Liaison Officer who is responsible for relationship building with our Care Recipients and Representatives. We have employed an Italian speaking Chef. We are proactively recruiting only experienced Carers, Enrolled and Registered Nurses.

These initiatives are having a significant impact on improvements in:

- Care recipient outcomes in health and well being;
- Leading and mentoring of registered and enrolled nurses;
- Supervision of carers and ensuring our nursing workforce is working in accordance with best practice standards and guidelines;
- Timely investigation and actioning of excessive call bell responses;
- Timely investigation and actioning of care recipient and representative complaints;
- Exemplary contribution at staff and executive meetings;
- Quality evaluation, analysis and timely intervention of clinical KPIs;
- Personal contribution to fostering effective work teams; and
- Diligent assistance in employee performance management and counselling.

Overall it is encouraging as a professional to be a part of a senior management team that clearly understands where our challenges exist and that confidently and collaboratively, we will implement the improvements required to raise our standards of care and service provision and to successfully re-establish SSH as an aged care service provider striving for excellence.

“Alone we can do so little – Together we can do so much”
“Teamwork begins by building trust”

Mary Spudic
Director of Residential Care Services
As you may have heard, SSH Connect Community Services are going through some changes! The departure of Frank Naso, Director of Major Initiatives and Innovation, has been a huge change and Frank has left some big shoes to fill!

My name is Clare Caruso (pictured left with Vy Vuong - Community Registered Nurse), and I have been in the role of Assistant Community Manager for almost 2 years. I currently oversee the day to day operations of our home care packages as well as our 7 day care programs run across 3 sites. Before I stepped into this role, I worked in the Allied Health team as an Occupational Therapist for almost 2 years. It has been great for me to use my clinical skills and reasoning in my current role as Assistant Community Manager.

A big part of my role is to help older people and their families to engage with government funding with the aim to have services in the home. I have found that the community aged care system can be very difficult to navigate and if you don’t know exactly what to ask for, you can go off track very easily. The most rewarding part of my job is to help people right from getting assessed by the government (ACAT) and supporting them every step of the way until they get their package. If you have a family member, friend or even if you yourself are looking for some assistance at home and are not sure where or how to start, I’d love to have a chat with you!

You can find me in my office at Seaton (near the Allied Health office) or you can contact me on ccaruso@sainthilarion.asn.au or 0447 261 705. I am looking forward to continuing my work in Community Services and to working more closely with the Management team and Board. We wish Frank all the best on his future endeavours and look forward to the next chapter of SSH Connect Community Services and can’t wait to see what it holds. In closing, I’d like to share one of my favourite quotes:

Continuity gives us roots; change gives us branches, letting us stretch and grow and reach new heights

Call our local office:
7 Kelly Avenue Seaton SA 5023
Phone: (08) 8409 1500 Fax: (08) 8409 1599
After Hours: 0447 261 705
Mon-Fri 9am-4:30pm or email:
Clare - ccaruso@sainthilarion.asn.au
Vy - vvuong@sainthilarion.asn.au
Did you know, you can have services at home through Government funding at little to no out of pocket cost?

Ask us how!

For more information, please contact Clare on 8409 1500 or 0447 261 705

Your choice of:
Soup OR Salad
AND
2 x choices of main
PLUS
Dessert

All for $15 delivered fresh to your door!

Meal delivery services operate Monday to Friday.

Our home style cooked meals are made fresh daily under the expertise of our Executive Chefs.

Please contact Seaton Reception for further information about our affordable meal delivery service on 8409 1500.

Dietary options and 2 course delivery also available

February 2019
Sudoku

Sudoku is a popular puzzle game. It is a logic-based, combinatorial number-placement puzzle. The objective is to fill a 9×9 grid with digits so that each column, each row, and each of the nine 3×3 subgrids that compose the grid (also called ‘boxes’, ‘blocks’, or ‘regions’) contain all of the digits from 1 to 9.

It is a great brain game and can help improve your concentration and overall brain power. It does not require any calculation or special math skills, just your brain, concentration and a pencil.

Each row/column/3x3 grid must only contain one of the same number from 1 to 9.

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Sudoku is a fun puzzle game once you get the hang of it. At the same time, learning to play Sudoku can be a bit intimidating for beginners. So, if you are a complete beginner, here are a few Sudoku tips that you can use to improve your Sudoku skills.

Tip 1: Look for rows, columns of 3×3 sections that contain 5 or more numbers. Work through the remaining empty cells, trying the numbers that have not been used. In many cases, you will find numbers that can only be placed in one position considering the other numbers that are already in its row, column, and 3×3 grid.

Tip 2: Break the grid up visually into 3 columns and 3 rows. Each large column will have 3, 3×3 grids and each row will have 3, 3×3 grids. Now, look for columns or grids that have 2 of the same number. Logically, there must be a 3rd copy of the same number in the only remaining 9-cell section. Look at each of the remaining 9 positions and see if you can find the location of the missing number.

ANSWERS IN NEXT EDITION

Have you visited our beautiful
House of Saint Hilarion at Seaton?

We have tours of our facilities and activities at Seaton from 10am on the third Thursday of every month. Light refreshments will be offered at the completion of the tour. Numbers limited to a maximum of 15 people per session. BOOKING ESSENTIAL.

If you are interested in finding more Sudoku, try looking at your local Newsagency for Sudoku puzzle books or online at [www.websudoku.com](http://www.websudoku.com). The puzzles used in this Newsletter are of a MEDIUM difficulty level. If these are too difficult for you, try the Easy level online at the above address.

HOW DID YOU GO? November 2018 edition answers:
In case of a Fire Emergency

If you have a fire in your room –
Se ce del fuoco nella vostra stanza

Leave your room immediately! -
Uscite dalla vostra camera

Close the door behind you - Chiudete la porta

Immediately notify a staff member and follow directions given by the staff or activate the Manual Call point.

Avvisare immediatamente un membro del personale o attivare il punto di chiamata manual (allarme rottura vetri)

Manual Call points are the small red square boxes with a clear lift front cover which are located along the walls in the passage ways.

Lift the clear cover and press. This will alert the fire brigade.

IF YOU HEAR THE FIRE ALARM – Se sentite suonare l’allarme d’incendio

Remain calm and stay in your room or continue your normal activities. Rimanete nella vostra stanza o continuate a fare le normali attività.

Staff will assist and direct you as required, as it may be a false alarm. – Il personale vi assistera così come e necessario

IF YOU NEED TO EVACUATE

In case of a Fire – DO NOT USE THE LIFTS

Due to fire Compartmentation to prevent the spread of fire and smoke from one area to the other, once the fire alarm has operated, the doors will close automatically. Illuminated exit signs show the direction for evacuation but staff will be available to direct you. Evacuation point at Seaton is in the front visitors carpark by the Café near Kelly Avenue. Evacuation point at Fulham is in the front carpark to either side of the front gates.

FOR ANY OTHER EMERGENCY – Per qualsiasi altra emergenza

Operate your call bell.

Assistance buttons can also be located on the wall in each passage way. They are white labelled with a Green Assistance label.

CALL BELL SYSTEM

CALL BELL BUTTON

Emergency Call Bell Button (White Button)

CANCEL Call Bell Button (Green Button)
Resident/Relative Meeting dates

These are two way meetings and enable Saint Hilarion staff and management to advise our residential care recipients and their families of important information, such as forthcoming outings and new policy statements, while similarly, there is the opportunity for our care recipients and their families to provide feedback to our staff and management so that we are able to respond to concerns, listen to suggestions and more generally, maintain an on-going dialogue within the community.

Families are encouraged and welcome to attend.

**Seaton Resident/Relative meetings**
- Wednesday, 20 March 2019 from 1800-1930
- Friday, 24 May 2019 from 1030-1130
- Thursday, 18 July 2019 from 1030-1130
- Friday, 27 September 2019 from 1030-1130
- Thursday, 21 November 2019 from 1030-1130

**Fulham Resident/Relative meetings**
- Wednesday, 27 March 2019 from 1030-1130
- Thursday, 16 May 2019 from 1030-1130
- Friday, 18 July 2019 from 1030-1130
- Thursday, 19 July 2019 from 1030-1130
- Friday, 20 September 2019 from 1030-1130
- Friday, 8 November 2019 from 1030-1130