

Your Journey

at St Basil's
Homes (SA)



St Basil's
—living well—



About us

St Basil's Homes (SA) provides aged care facilities and services to South Australians at our residential aged care facilities in Christie Downs, Croydon Park, and St Peters.

Our sites are fully accredited by the Aged Care Quality and Safety Commission, and everything we do each day contributes to meeting and exceeding these standards.

We strive to provide the best quality care and ensure our values of 'courtesy and kindness' shine through in everything we do.

At St Basil's, our aim is for every resident to be 'living well', their way.



Our locations

St Basil's Corporate

PO Box 623
Stepney SA 5069
Ph 08 7424 0900
reception@stbasils.com.au

Croydon Park

83-93 Regency Road
Croydon Park SA 5008
Ph 08 7424 0930
croydon@stbasils.com.au

Aegean Village

10 Morton Road
Christie Downs SA 5164
Ph 08 7424 0950
avadmin@stbasils.com.au

St Peters

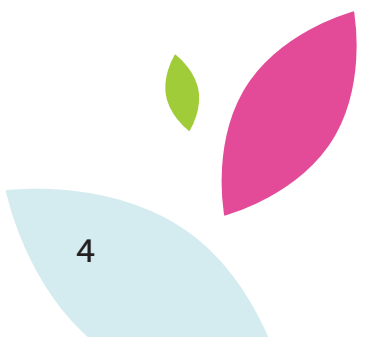
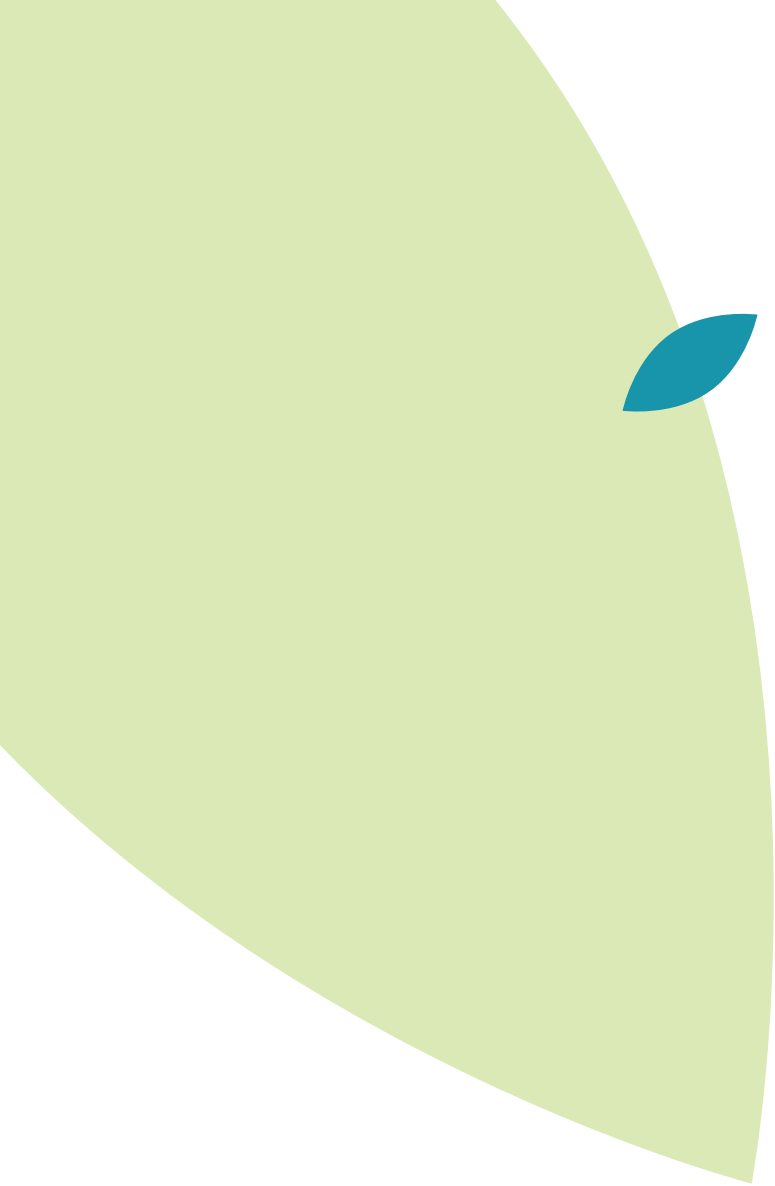
9 Winchester Street
St Peters SA 5069
Ph 08 7424 0920
stpeters@stbasils.com.au



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Welcome to your new home at St Basil's.



This booklet is designed to help you settle in by providing a quick and easy guide to the care and services available to you.

Moving into a new home can be a big change. We are here to make your move as easy as possible, and will do our very best to make you feel welcome and part of our St Basil's family.

Please feel free to chat to our staff if you have any questions. We are here to support you and ensure you have everything you need to live well, your way.

Michelle Church
Chief Executive, St Basil's Homes (SA)



Living in your new home

At St Basil's we have an experienced team working behind the scenes to ensure we keep your new home looking house-proud and running well. We take care of everything you need for daily living, so you can focus on living a healthy life 'your way'.

Here are some of the everyday things that you need to know about your new home.

Your room

Our rooms are designed to create a homelike feel, however we do encourage you to make the room your own with personal items.

You are also welcome to bring in small pieces of furniture, however, please discuss this in advance with your Living Well House Manager.

If you choose to bring in small electrical items, our maintenance officer will test and tag them for your safety. Please ensure any electrical equipment you bring in is tested before you plug it into any power outlet at St Basil's.

Your room has a wall mounted TV and individually controlled air-conditioner so you can have the room at a comfortable temperature for you.

Call bells are located in your room and bathroom. When the call bell is activated, it alerts our staff, and a member of our care team will be with you as soon as possible. A personal call pendant so you can call staff wherever you are in the facility may also be an option for you.

Our staff will show you how to operate everything in your room, and of course you can call them at any time if you need assistance.

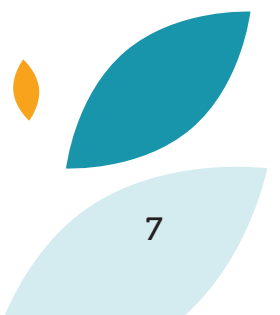


Phone and internet

You are welcome to bring in your own mobile phone, so you can easily keep in touch with your loved ones.

If you choose to have a private phone in your bedroom, the cost of the line installation and calls will be invoiced to you.

Wi-Fi internet access is available to you. If you require this on your own device or phone, a team member will assist to set this up.



Dining

Food is important at St Basil's, with menus changing seasonally and choices available every day. Our catering teams work closely with residents, families, and dietitians to ensure we provide a wide variety of food that not only tastes good but is also good for you!

You are welcome to provide feedback about the food, and you may also like to join a resident group to help develop our new seasonal menus.

We always plan our food with your individual needs in mind, so that the food you have at St Basil's is very much like the food you like to have at home. Meals are then freshly prepared throughout the day in our onsite kitchens.

You are invited to join other residents in our dining room, and with the support of our care staff if needed. If you prefer to eat a meal in your room, please let our staff know.

As well as the three main meals of the day, morning and afternoon tea and supper are also provided each day. Regular organised activities outside of meals often also include food and beverages.

Family and friends can enjoy lunch or dinner with you, including a choice of main meal, dessert and tea and coffee for a small fee. Bookings are required for this service.

In the interest of your nutrition and health, changes that are requested or required for individual diets, can only be made after consultation with your medical practitioner, clinical team, and specialist speech pathologist.

Your feedback is always welcome, as are any suggestions for your favourite meals and beverages.



Eating safely

Some of our residents can experience dysphagia (difficulty in swallowing food and fluids). If this becomes an issue for you, we can offer dysphagia training for your loved ones so they can safely assist you at mealtimes. This training is particularly important if your dietary needs change and you require softer foods.

If this applies to you, please ensure your loved ones speak with a Registered Nurse before they assist you at mealtimes.

Because all our residents have individual dietary needs, we ask that your visitors do not assist any other residents during mealtimes.



Food storage and preparation

Some of our sites will allow you to have a small personal fridge fitted in your room at your own cost. If you don't have a fridge, you can store perishable food in sealed containers in St Basil's communal fridges.

Please clearly label the containers with your name and date and be aware that to comply with our food safety regulations, the food will be checked and may be discarded after 24 hours.

Microwaves in the communal areas can be used to heat meals if required. Please speak with our staff if you need any assistance with food storage or preparation.



Special events

We love to organise events to celebrate special days with you! These events are usually held at our homes, however we also arrange bus excursions and activities outside of our homes.

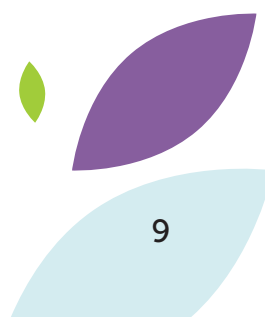
We encourage you to make suggestions for events and visits and you may also like to get involved in planning these events with our Lifestyle team.

If you want to have a special function with your family or friends, you can access a private entertainment area. Please chat to our staff in advance, so that this area can be reserved for you.



Appointments

If you require a staff member to accompany you to an appointment, we are happy to arrange this for you. However, this service does need to be booked in advance and you will need to cover the cost of the staff member's time. A minimum booking of three hours is required when booking this service and our staff will advise you of the cost in advance.



Clothing

An ideal wardrobe at St Basil's comprises clothes that are easy to wash and wear. Wool items are best avoided as they may shrink.

Adjustable and comfortable clothing (e.g. elastic-waisted pants, easy to slip on tops and cardigans, sleepwear, and shoes) and a Sunday-best for special occasions will give you plenty of choice.

Laundry

All clothes are laundered on site Monday to Friday. We will collect your clothes and return them to you on a set day each week.

We will label all your clothes so that they can be easily returned to you. If you purchase any new items of clothing, please leave them at reception so they can be labelled before the first wash. If you notice an item is missing, please let us know as soon as possible.

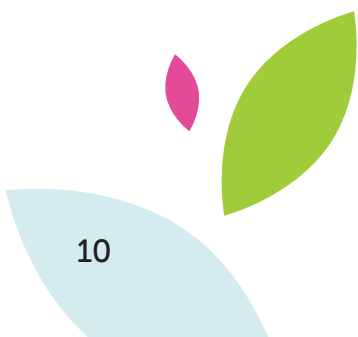
Our laundry also provides a minor mending service, however we cannot modify clothing.

Hairdressing

Hairdressing services at St Basil's are provided privately at all our sites by qualified professionals. This is an additional cost, and you will be advised of this when you book your appointment.

Valuables

You are very welcome to bring in special items from home for your bedroom. Please label all items, including the smaller valuable pieces such as hearing aids and glasses. You may prefer to leave valuable jewellery items at home, because any lost items can only be replaced at your expense.



Cleaning services

Cleaning at St Basil's is a high priority, with weekly cleans in each bedroom and general areas and frequent spot cleans in between. Our cleaners also attend to any accidents or breakages that are reported by our staff.

If you need any additional help or cleaning, please let a staff member know.

Safe storage of chemicals

We know that some residents may prefer to keep a few cleaning products and other bits and pieces that are classified as chemicals in their rooms.

For everyone's safety, we ask that you don't bring in these products. Instead, please ask our staff for a list of approved products which you can bring in and safely store. Please note that all chemicals stored on-site, must be recorded by our staff.

General maintenance

You will notice a regular maintenance officer on-site who attends to any maintenance that is required to keep the site looking good and everything in it working well.

We encourage you to report any damage or problems with equipment in your bedroom or communal areas to a member of staff, so we can organise repairs as soon as possible.

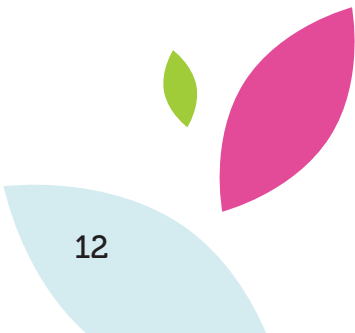




Care and support services

At St Basil's we have an experienced team of managers, care providers and support staff to ensure you receive the very best care.

We will always give you the opportunity to chat to us about the care you need and services you want.



Your Care Plan

When we talk about 'care' at St Basil's we mean more than just clinical care. For us, it's about providing the very best clinical and personal care to ensure your needs are met – so you can live a healthy life 'your way'.

Your care is managed by an experienced team of health care providers, and we coordinate that care with you, to make sure you get the care you need, when you need it.

When you arrive at St Basil's, one of the first things we do is work with you and your loved ones to develop your own care plan. Your care plan is developed by our clinical staff, but very much in partnership with you and your loved ones. It's your own personal care plan and no two resident care plans will be the same.

Your care plan will outline all aspects of your care, with a focus on your health and emotional well-being. Your care plan is reviewed with you at regular intervals, or sooner if your needs change. Your care plan is unique to you and may change regularly to ensure you receive the very best care and can live life 'your way'.

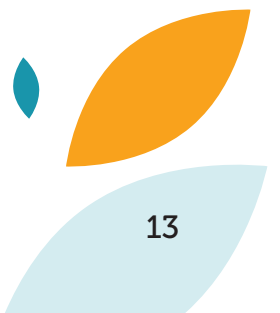
If you have any questions about your care plan, please chat with a Registered Nurse.



General Practitioner

When you begin your journey with St Basil's our clinical staff will work together with you and your General Practitioner (GP) to help support your medical needs.

If your own GP cannot continue your care at St Basil's, we have several GPs who provide care to other residents that we can recommend to you. The choice of a GP is up to you, so if you feel at any time that your needs are not being met, you can choose to have another GP manage your care.



Allied Health Care

In consultation with you and the clinical team, we can organise visits from allied health providers, such as podiatrists, occupational therapist, dietitians, and speech pathologists.

We also have our own physiotherapy team to help you remain physically and mentally active. Our physiotherapists are experienced in aged care and will work with you to develop a range of activities to help you live your best life. This could be activities like individual exercises, joining a walking group, yoga, tai-chi, dancing, relaxation sessions and brain games. Your wellbeing program will always be developed with you and involve our other St Basil's teams.

Our physiotherapy team can also provide extra support through a fee for service program, or home care packages (for those in our Independent Living Units). If you choose your own private allied health provider, you will be invoiced directly for any services you receive.

Chat to your Clinical Manager or any one of our physiotherapists if you need to know more.

Pharmacy

While you can always specify your preferred pharmacist, St Basil's can also organise your medication and any pharmacy products to be delivered to you from our local pharmacy.

If you choose this option, you will be invoiced separately by this pharmacy for any items purchased.

Ambulance

Your substitute decision maker will be notified if the clinical team or your GP recommends that you need the assistance of SA Ambulance Service.

As we don't cover the cost of ambulance transport to hospital, we recommend that you purchase ambulance cover with SA Ambulance Service.

Calling for assistance

We know there are times when you will need us outside of when we are providing you with direct care. Please do not hesitate to press your call bell if you need our help.

Call bells are located throughout St Basil's and in each bedroom and bathroom. When the call bell is activated, it alerts our staff, and a member of our care team will be with you as soon as possible. Please be patient, as if our staff are attending to other residents, it may take them a few minutes to get to you.

Visitors

Your loved ones are always welcome at St Basil's and where possible we encourage them to be involved in your daily activities.

At the same time, it must be remembered that St Basil's is home for many older people, and we ask that this is respected by all guests.

Our visitors are all expected to understand and follow the Visitors, Guests and Family Code of Conduct and St Basil's values of courtesy and kindness while on site.



Partnerships in Care

You may also choose to have a family member or loved one as your St Basil's 'partner in care.'

St Basil's partners in care will be able to take part in ongoing support and education so they can help with your care and support.

If you need to know more about this program, please chat to a Living Well House Manager.



Your spiritual needs

As part of our commitment to fulfil all your care needs, St Basil's encourages you to maintain contact with your preferred church or parish.

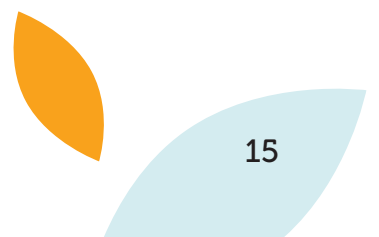
If there is a time when you are unable to attend these services, you may choose to watch a live-stream church service from St George Greek Orthodox Church. Our staff can also organise your preferred spiritual support person to visit.



Advance Care Directive

An Advance Care Directive is a legal form that allows you to write down your wishes, preferences and instructions for future health care, end of life, living arrangements and personal matters.

You should have already completed this before moving into St Basil's and our staff will be aware of what is in your Advance Care Directive. If you need to be transferred to hospital for care, your Advance Care Directive will be provided to hospital staff so that your wishes are carried out.





Your safety

Your safety is important at St Basil's, which is why we have various security measures in place.

When family and friends visit or would like to take you out for the day, we ask that they sign-in and sign-out at the front desk. All visitors, employees and residents also do this.


We treat our residents with respect and ensure that our values of 'courtesy and kindness' shine through in everything we do. However, we do need to balance this freedom with the safety of all our residents.

The safety of our residents is very important, so this means that some environmental restrictions are put in place and that at certain times you may be recommended to stay in a specific area for your own safety.

Most recently this occurred during a COVID outbreak - where we have sometimes asked our residents to stay within their area until we know it is safe for them to move freely around the facility again.

Security measures


Our St Basil's facilities have all been designed with secure keypad or card 'swipe' entries and exits. We also have fenced areas with locked gates. When you move into your St Basil's home you may be given a 'swipe card' so you can access all resident areas.



Leaving your St Basil's home

All residents must have a 'restrictive practice environment authorisation' and care plan in place unless they can leave the facility without any support.

Finding a balance between ensuring the safety of our residents and maintaining their freedom of choice is vitally important for St Basil's. We will always work with you and your family to minimise any restrictions so you can come and go as you please.



Code of Conduct

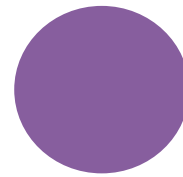
When visitors approach the gates to a St Basil's site or event, they are about to enter our residents home and the workplace of our staff and volunteers.

Of utmost priority is the safety and care of our residents. This means that we also prioritise the safety and care of our team because if they don't feel safe, then the service that they provide is compromised.

When your visitors engage with any member of the St Basil's team, they are expected to abide by our St Basil's Visitor Code of Conduct and the Aged Care Code of Conduct.

For your information, this code is published on page 29 of this book.

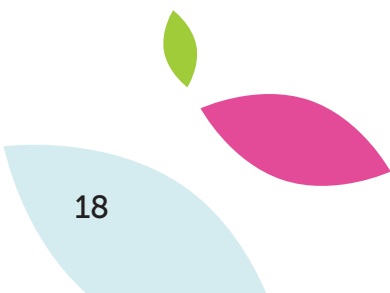




Our Team

At St Basil's, you will hear different job titles. Here is a summary of roles that you are likely to meet and see daily. They are your first point of call if you want to change or discuss anything about your care.

All employees and volunteers are required to have a current aged care police clearance and have completed training relevant to their role.



General Manager

The General Manager has overall responsibility for your site, its staff and operations to provide you with the best possible care.

Living Well House Manager

The Living Well House Managers coordinate the day-to-day activities of their allocated area to ensure a smooth running, homelike environment. If you have any general enquiries outside of your clinical care, then the House Manager is your go to person.

Clinical Care Lead

The Clinical Care Lead is the clinical leader for the site. They coordinate and organise your clinical care and keep in contact with family and health professionals to make sure that your care plan reflects your current needs.

Registered and Enrolled Nurses

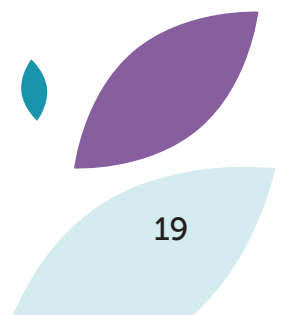
Our Registered and Enrolled Nurses support the care and direction provided by the Clinical Leaders. If you have any questions, always contact the Registered or Enrolled Nurses first.

Personal Carers

Our team of Carers work alongside the nursing and support staff, and you are likely to get to know some of them very well.

While our Carers can help with day-to-day questions, it is still recommended that you first refer any clinical and health questions to the Registered or Enrolled Nurses.

Please note that one-on-one care is not included as part of the St Basil's service, however it can be privately organised at your own expense.



Physiotherapy team

Our physiotherapy team is here to help you remain physically and mentally active. Our physiotherapists are experienced in aged care and will work with you to develop a range of activities to help you live your best life. This may include a program to help you stay strong, gain strength, or recover from an injury. No two programs are the same, and you will always be at the centre of your care in partnership with our other St Basil's teams.

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Living Well Team

To complement the clinical care, there are a range of activities and events available at St Basil's.

These activities are organised by the Living Well Team. They will also speak with you to arrange activities that appeal to your interests and hobbies.

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Volunteers

Volunteers are very important at St Basil's. They are always ready to offer a hand, a chat and a smile, however they do not and cannot provide clinical or care directions.

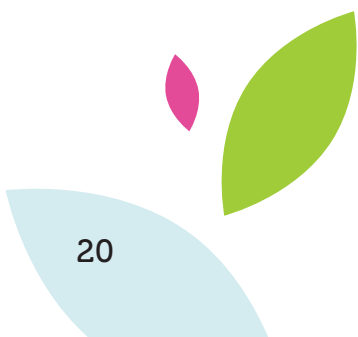
For family or friends who are interested in being a Volunteer, please contact us on 08 7424 0900 during business hours or visit www.stbasils.com.au for more information.

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Support staff

An experienced support team on each site ensures that your environment, equipment, meals, and cleaning are taken care of.

This means you don't have to worry about a thing in the kitchen, the laundry, in the gardens or around the home! Just let us know if you see something that needs attention.



Administration staff

At each site, there is an administration team that support the sites with all the office work that is required to keep your home running smoothly.

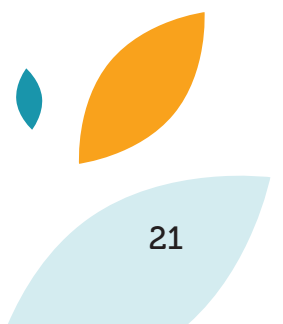
Most days, there is a staff member at the reception desk, answering calls, greeting guests, and supporting the General Manager and other staff with various administrative tasks.



Care and Quality Advocate

Our Care and Quality Advocate role is unique to St Basil's. They work across St Basil's supporting residents and families when they feel that their concerns need more attention.

You are welcome to contact our Care and Quality Advocate once you have raised your concerns with the Care Team and the General Manager.





Your Voice

At St Basil's we make sure that your voice is heard, and you are supported to make your own choices.

We will always work with you and provide the information and support needed to make your own choices about your care, services we provide and the activities that are available to you.

Should your care needs change, we will continue to encourage and support you to make your own choices and always treat you with dignity and respect.

Privacy

You are always entitled to privacy and dignity while at St Basil's. This includes personal privacy in your bedroom and privacy regarding your care needs.

This is one of our highest priorities and we do our very best to ensure that your privacy and dignity is maintained.

If you ever feel that these rights have been breached, please let a Registered Nurse know immediately, so that we can address your concerns.



Culture and diversity

At St Basil's we welcome everyone as an individual, acknowledging and respecting cultural backgrounds, diversity, spiritual beliefs and practices.

We will work with you to ensure your care and services are planned with you and delivered in a way that is spiritually, socially, emotionally and physically safe and respectful.

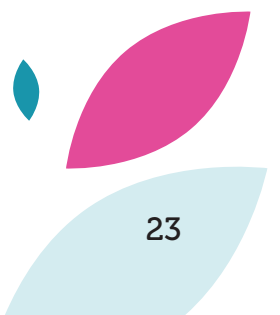
If you require an interpreter, please let us know so we can book this for you - or you can call the National Translating Interpreting Service (TIS) on 131 450.



'Tell us more' feedback forms

You can raise your concerns or give us compliments by talking to our staff, or in writing via the 'Tell us more' feedback form. These forms are available throughout our sites, or you can email: feedback@stbasils.com.au.

You can remain anonymous unless you would like to be contacted about your comment.



'Let's Talk' resident meetings

You are welcome to attend one of our regular 'Let's Talk' resident meetings held at each of our sites at the same time and place.

These meetings have rotating themes, such as meals and menus, maintenance, cleaning and laundry, and your day to day care and activities.

We encourage you to attend each meeting and feel comfortable in sharing your views. However, if you find that you prefer to speak to someone directly, you can always chat to a member of your care team.



Resident Advisory groups

St Basil's also offers residents and families an opportunity to take part in our Consumer Advisory Body.

The role of this body is to provide feedback to our St Basil's Resident Experience Board Subcommittee. This Committee will consider all feedback from the Consumer Advisory Body when making decisions that affect our residents.



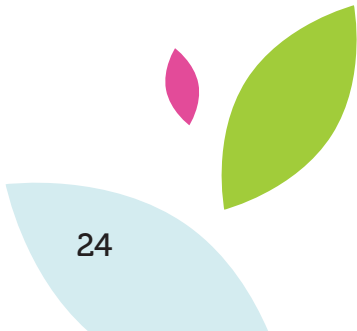
'Meet and Greet' family meetings

'Meet and Greet' family meetings are held at each of our sites. They are often held afterhours, so that resident's family members and friends can meet with our staff.



Resident and family surveys

We encourage you to participate in our regular online and face-to-face surveys.



Meet with the General Manager

If you prefer to discuss your concerns, you can chat with the General Manager who will respond to your complaint within two working days.

If you choose, we can contact you with the outcome once the investigation and actions are undertaken.

Care Quality Advocate

If you feel as though your feedback requires more attention after speaking with staff, then contact the St Basil's Care and Quality Advocate, on 0428 088 378 or email: feedback@stbasils.com.au.

Chief Executive or Board Chair

If you would like to take your feedback or concern further, you can contact our Chief Executive, Michelle Church directly on 0438 401 712 or email: ce@stbasils.com.au.

You are also welcome to reach out to our Board Chair, Harry Patsouris via email: chairman@stbasils.com.au.

Advocacy Services

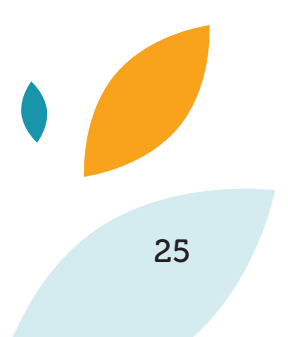
If you are not satisfied with the outcome of your complaint, you may consider contacting external sources such as:

- Aged Rights Advocacy Service on 1800 700 600

or

- Aged Care Quality & Safety Commission on 1800 951 822

We are committed to working together to ensure that you are happy with the care and support throughout your journey at St Basil's. Please ensure you allow us the opportunity to address any concerns you may have.





Staying informed

Communication and engagement

At St Basil's we understand how important good communication is. To support this, we will always strive to provide you with the information you need and opportunities to engage with us in lots of different ways.

You can provide feedback to us via face-to-face meetings such as 'Let's Talk' resident meetings, 'Meet and Greet' family meetings, online surveys and of course by our 'Tell us more' forms - or if you prefer by chatting to a staff member.

We also provide information directly to you as outlined on the following page.

Resident newsletters

A resident newsletter will be delivered to your room each month. This provides you with the latest happenings at your St Basil's home. It includes events, important information and lots of photos.

Email updates

We send regular email updates and messages from our Chief Executive to keep you and your loved ones up to date.

If you or your family don't have access to email, you can collect a printed copy of each communication from the reception desk. If you would like these messages delivered to your room, please let our reception staff know.

SMS messages

If we have important information or changes that you need to know about straight away, we will send an SMS directly to your mobile phone.

Social media

St Basil's maintains an active Facebook page and we welcome you to connect with us.

Website

Our website is a regular source of information about St Basil's in South Australia, and you can contact us directly from the website anytime.

Stay up to date

It's important that we have your email and mobile phone number, so we can keep you updated. If your contact details have changed, please let our reception staff know as soon as possible.

We encourage all family members and friends to register for emails and SMS updates. You can do this by emailing marketing@stbasils.com.au or providing our reception staff with your contact details.

If there is anything we can do to improve our communication with you, please chat to your General Manager or Living Well House Manager.





Visitor Code of Conduct

We welcome visitors, however they must comply with our Visitor Code of Conduct as outlined below.

When you approach the gates to a St Basil's site or event, you are about to enter our residents' home and the workplace of our staff and volunteers. Upon entering our site, you agree to abide by the following terms, which are reinforced in the Australian Government's Aged Care Quality Standards.

Of utmost priority is the safety and care of our residents. This means that we also prioritise the safety and care of our team because if they don't feel safe, then the service that they provide is compromised.

When you visit or engage with any member of the St Basil's team, you are expected to abide by this Code of Conduct for the protection of our team and residents, as we simultaneously respect and ensure your rights.



Courtesy and Kindness

St Basil's team members have the right to:

- Be spoken to in a respectful manner, free from harassment or intimidation;
- Perform their jobs without interference, obstruction or insult;
- Assess each resident's need according to urgency in health and care, as determined according to St Basil's policies and training;
- Identify inappropriate and unacceptable behaviour and request visitors to leave the facility.

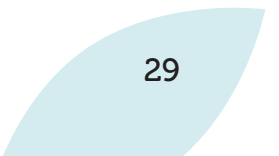
You are expected to follow the directions of our Team, and demonstrate the following behaviours:

- Socially and professionally appropriate interaction;
- Respect diversity in the ethnic and cultural backgrounds;
- Respect individual choice in customs, religious beliefs or choices;
- Respect privacy and dignity of residents and our team, ensuring no photos or videos are taken without prior permission.
- Compliance with any infection control practices, including appropriate signing in/out of the facility using the current processes.

Aggressive behaviour including but not limited to physical, sexual or verbal such as raised voices, swearing, and intimidating disputes or disagreements, are not tolerated.

Visitors suspected to be under the influence of alcohol or illegal drugs are not permitted on-site and will be asked to leave the facility.

If you breach this Code of Conduct, you will be asked by a member of our Team to leave the facility immediately. If you refuse to leave, Police will be called and your rights to visit in the future may also be revoked.



your home,
with us



St Basil's Homes (SA)

Corporate
PO Box 623
Stepney SA 5069

Aegean Village
10 Morton Road
Christie Downs SA 5164

St Peters
9 Winchester Street
St Peters SA 5069

Croydon Park
83-93 Regency Road
Croydon Park SA 5008