

More staff and improved communication for St. John's Village

St. John's Village has committed to more staff and better communication at the first in a series of residents and family sessions held on site yesterday.

More than 100 residents, families and friends attended two open forum sessions hosted by Bishop John Parkes the Chair of the Board of St. John's Village and acting Executive Director.

Bishop Parkes said better communications and the ongoing welfare and care of residents, families and staff is a priority.

"We have increased the number of care staff on site during the week and on weekends. Three permanent clinical care coordinators will work across the roster now and we're advertising for nurses for evenings and weekends to reduce the need for agency staff."

Attendees were introduced to a new Infection Control and Continuous Improvement Working Group led by Michelle Harcourt and Michael Goldsworthy.

One family member who attended the open forum, Judy Spain, praised Mac House staff for the care and support provided to her husband Trevor and her entire family.

"I want to say a big thank you to the Mac House staff for their outstanding work. I'm so relieved by the way they have helped him settle into his new home so quickly."

To improve communications residents, families and friends can look forward to a new monthly newsletter, a central notice board, have your say forms and email updates as well as further resident, partners, carers and family consultations.

Bishop Parkes said that the final Australian Aged Care Quality Agency review audit report has not been received, but the resignation of Care Services Manager Neale Morris was accepted last Monday in anticipation of its findings.

A memorial service will be held at St. John's Village chapel on the 19 October at 6.30pm to remember the eight-people lost during the flu epidemic and to commend their souls into God's care.

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