

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



9 July 2021

Dear resident representatives and relatives

I am sure that most of you would be aware that the restrictions that were due to end at midnight tonight have been extended at this stage for a further week. There were 44 new cases in the past 24 hours, and 29 of these cases were infectious in the community. This brings the total number of active cases in NSW to 406, which has resulted in restrictions being further tightened in the Greater Sydney area, including Illawarra. These numbers have increased significantly over the past week, and there are now 43 people in hospital including 10 people in Intensive Care. It is anticipated that numbers in the coming days will continue to increase based on the number of infectious cases that have been in the community.

The tighter restrictions include reducing the number of people that can exercise together and the location where they can exercise, car-pooling outside of immediate family members is not allowed and only 10 people will be permitted to attend funerals. The increasing number of positive cases includes 21 cases in South West Sydney, which is the Local Health District of our Bundanoon Care Home. In view of these numbers, the restrictions that are currently in place in Illawarra where visits are only allowed for end-of-life care or the provision of essential care services has now been extended to families and friends visiting Bundanoon. There are no changes to the existing arrangements at other homes.

While I can appreciate that many of you may consider that you are providing essential care services, this needs to be discussed with the local management team, and the longer the restrictions remain in place the more concerned you will be about the emotional support being provided, we will continue to engage residents in meaningful activities and communicate with families through FaceTime or phone calls where possible. There have been some technical issues with the phone systems at Bundanoon, Albion Park Rail and Mount Terry with upgrades that were implemented, which will be rectified by Monday. I am sorry if these changes caused you any angst or concerns.

Our vaccination steering committee continues to meet weekly, and while the vaccination rates of residents remains high; the overall percentage is reducing as new residents move into care that have not been vaccinated. We are working with the Local Health Districts to see if they can administer the first dose of vaccine prior to admission if the person is coming from hospital. We now have some clarification around the timeframes and criteria for staff vaccination, with the first dose required by 17 September 2021, and it includes volunteers and contractors that come into a residential care home.

The supply of the vaccine has been one of the obstacles in having staff vaccinated, and while some received the surplus vaccines when residents were vaccinated, and others have received it through the local hospitals, we are now looking at options to ensure compliance with the timeframes, including having clinics at the care homes through General Practitioners, and looking at organisations that can provide these clinics at a number of our homes.

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I understand this is going to again be a challenging time, and I want to reiterate that the safety of our residents and customers is our main focus at this time, and by following the current restrictions we will hopefully prevent any outbreaks entering into our aged care homes.

Your support in following these is genuinely appreciated.

As always, your feedback is always welcome and is important for us if we are going to establish trust and provide a quality service. There are many ways that you can provide this feedback including contacting your local management team, calling 1800 927 744 or by emailing us at warrigal@warrigal.com.au.

Yours Sincerley

A handwritten signature in dark ink, appearing to be 'CS' or similar initials, written in a cursive style.

Craig Smith
Executive Leader – Service Integrated Communities