



9 September 2022

Dear resident representatives and relatives,

It is pleasing that as we enter spring, the anticipation we had for a reduction in COVID-19 cases is occurring. This week there were 21,711 positive COVID-19 cases recorded in NSW, which is a reduction of 10,248 from the previous update, and close to an average of 3,100 cases daily. In the ACT, there have been 1,046 positive COVID-19 cases recorded in the past week, which is a reduction of 658 from the last update. Australia has reported just over 10 million cases and almost 14,000 deaths since the pandemic began.

The recent information from the Department of Health of 2 September 2022 indicated that 7,764 aged care homes in Australia have experienced a COVID-19 outbreak, an increase of 109 in the past fortnight. The number of care homes with an active outbreak in Australia is currently 388, which has decreased by 204 from the previous fortnight. The number of active resident cases associated with the current outbreaks is 1,779, which has decreased by 2,138 in the past fortnight.

The outbreak at our Goulburn home, as highlighted in the previous update, has been closed with no additional outbreaks in the past fortnight. The outbreaks at Stirling and Albion Park Rail remain open; however, it is anticipated that these will be closed in the coming days.

A summary of these two outbreaks is provided below:

Stirling: The outbreak commenced on 8 August 2022, with 2 residents testing positive in one section of the home. Since this time a total of 37 residents have tested positive, with 1 active case in the home, who is receiving antiviral treatment.

Albion Park Rail: This outbreak commenced on 26 August 2022 and was discovered through regular surveillance testing. A total of 7 residents have tested positive in the one neighbourhood. There are currently two active cases, who are both receiving antiviral treatment.

In view of the reduction of cases both in the community and in aged care homes, it is timely to review the current visiting arrangements for Warrigal homes that are not experiencing an outbreak.

After careful consideration of the social happenings and clinical safety of our residents and staff, the following changes are being made to the pandemic risk management at Warrigal from next Monday, which have been endorsed by the expert clinical advice within Warrigal.

- Visiting is no longer restricted to a resident's room for fully vaccinated visitors.
- There is no longer a time limit on the length of visits or the number of visitors each person can have.
- Visitors can go to the dining room/bistros/cafes and share a meal/coffee etc. with residents.
- Children under 12 can visit; however, numbers are still limited to two please for indoor visits.
- Visits no longer need to be booked in advance, but the Visitor Management System still needs to be used with masks and Rapid Antigen Tests still required for anyone entering an



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aged care home. This is an important data-checking step and screening process for each person who enters the home.

- Unvaccinated visitors can only visit in a resident's room or outdoors, and not visit other residents please.
- Additional measures will be implemented and communicated at a local level if a home experiences any type of infectious outbreak.

I acknowledge the past 2 years have been very challenging as visiting protocols have changed based on the different variants of COVID, vaccination rates and outbreaks in the homes. Your support and understanding has been appreciated and I am sure this has resulted in lives being saved. While we are easing the current restrictions, you are welcome to apply your own restrictions based on your own health needs and preferences.

In addition to the COVID update, I have summarised below some key points regarding what is happening at Warrigal and the industry:

- Following the reaccreditation audit undertaken by the Aged Care Quality and Safety Commission at Warrigal Mount Terry the previous fortnight, a team of five assessors completed a reaccreditation audit at Shell Cove from 30 August to 1 September. The team indicated they were very impressed with the feedback provided from staff, customers and relatives.
- After relieving as the Manager at Goulburn for 3 weeks, Kim Bradshaw has advised that she will continue to support the team at Goulburn until a long-term solution is in place. This has been welcomed by residents and staff as we prepare for accreditation in the coming weeks, as communicated to relatives through a zoom meeting on Monday evening. We will be scheduling further zoom meetings with relatives at other homes, commencing at Bundanoon in the next fortnight.
- The Warrigal Board has approved the establishment of a **Consumer Advisory Committee (CAC)** to report to the Board 3 times a year. **Expressions of Interest (EOI)** are now invited from customers, or their representatives, from Warrigal's villages, home services and care homes.
- The CAC will have at least 5 consumer representatives. They will review the organisation's **customer experience framework** to assist the Board to fulfil its consumer engagement and feedback responsibilities under the Aged Care Act and other legislative requirements such as the Retirement Villages Act.
- You will need to be able to attend face-to-face and zoom meetings to review policies and frameworks about consumer engagement and customer service.

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



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- Please email the reasons you'd like to be considered for these important roles to warrigal@warrigal.com.au, marked as attention to the CEO. **Applications close Sunday 25 September 2022.** You can also ask any questions you might have about the EOI for the CAC role to the same email address at warrigal@warrigal.com.au.

I continue to welcome your feedback and would encourage you to continue to do this by contacting your local management team, calling 1800 927 744 or by emailing us at warrigal@warrigal.com.au.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'CS'.

Craig Smith
Executive Leader – Service Integrated Communities