

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



2 FEBRUARY 2024

Dear resident representatives and relatives,

As we embrace the New Year, I hope that you were able to spend some quality time with family and friends over the January holiday season. I would like to extend a very warm welcome to all the new residents and their families who have joined the Warrigal Community in January. We are delighted to welcome 76 respite and permanent residents to their new homes at Warrigal.

While I had hoped to enter the New Year without an update on COVID-19, unfortunately, there are currently 347 residential care homes in Australia experiencing a COVID-19 outbreak, with a slight decrease by just 3 from the end of December. In the past week, there have been 122 new outbreaks in residential aged care, and currently, there are 2,494 active cases associated with the 347 outbreaks. At Warrigal, we have experienced two outbreaks at the end of December, and we currently have two outbreaks, with a total of three occurring throughout January.

The Warrigal Hughes outbreak commenced on 19 January 2024, resulting in 6 residents testing positive, with 5 of them now recovered. Warrigal Queanbeyan also experienced an outbreak that commenced on 22 January 2023, with 5 residents who tested positive; all have since recovered and the outbreak was closed on 30 January 2024. The Warrigal Bundanoon outbreak began on 29 January 2024 and since this time there have been 9 residents testing positive, and 5 of them have recovered.

In addition to the COVID-19 outbreaks there has also been a number of homes where residents have experienced acute respiratory infections (Influenza and Rhinovirus), and as a result it is timely to remind all visitors of the need to remain vigilant with infection control protocols, including:

- Staying home if you have cold or flu symptoms.
- Completing a Rapid Antigen Test if you have symptoms and each time you come into the care home.
- Following any requirements for mask wearing that are in place at the home. These are implemented based on the risk and exposures within the communities in each home.

Your feedback is crucial to improving the care and services we provide. Last month, we invited residents to complete the Resident Experience Survey 2023, seeking their views on living in their Warrigal aged care home in the past year. While we know residents are being asked several times a year through Government led surveys about their quality of life and experience, these surveys don't offer Warrigal specific information on how the residential services we offer are received and enjoyed by your loved ones. The surveys closed on 31st January 2024, we value your input, and I want to express gratitude to everyone who took the time to respond.

This year brings changes, including the implementation of the Quality Care Advisory Body, as recommended by the Aged Care Royal Commission. Warrigal currently has a Care Governance Committee, which is a Board Subcommittee that will continue to meet each quarter. The new advisory body will focus on quality indicators and will meet at the same time as the already established Consumer Advisory Body. If you would like to be involved, please advise the local management team, or reach out to us via warrigal@warrigal.com.au.

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In July this year, the New Aged Care Act will be implemented along with the New Aged Care Standards. Warrigal has been planning for the implementation of the new standards with working parties established for each of the seven new standards. We are pleased that we will be able to assess our progress with the Aged Care Quality and Safety Commission requesting that we participate in an audit against the new standards. These reviews have started and will continue through the first two weeks of February at both Shell Cove and Stirling, which is a great opportunity for Warrigal and our residents and customers to assess our progress in preparation for July.

Thank you for supporting Warrigal, and as always if you have any feedback, please contact me by emailing warrigal@warrigal.com.au.

Yours Sincerely,

Ben Cuthbert

on behalf of Craig Smith

Executive Leader – Service Integrated Communities