

15 May 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I would like to begin by thanking everyone for the support given to our staff on shift last week, as families brought in cards and gifts for Mother's Day. Thank you once again for your understanding of our current restrictions, I sincerely appreciate the feedback from the families who express their appreciation and acceptance of the actions Warrigal has implemented.

The screening tool that is used to monitor staff and any visitors coming into the home continues to be an important means in determining who can enter the care home. This week a further 15 staff were tested, bringing the total number tested to 103; while a further 17 staff still remain in isolation. In addition to this, any residents displaying symptoms are also being tested. To date, there have been 46 tests conducted, with no positive results. While restrictions are being relaxed in the community, we are committed to maintaining our focus on safety, and are pleased that there are still no positive results in any of our care homes.

Last Friday afternoon, the Department of Health held a webinar on the key areas that need to be followed in being prepared for an outbreak. This was attended by a number of Managers at Warrigal including the Executive Team. The focus of the webinar was the prevention of an outbreak and having feedback from providers who have managed an outbreak well. This reinforced the need to continue to screen entry to the home, communicate regularly, to have sufficient supplies of PPE and a large surge workforce. We have continued to recruit additional staff to be prepared, and this week an additional 21 staff commenced working at Warrigal.

This week, the industry code for visiting residential care homes during COVID 19 was released. There are a number of principles included in the code, which require consultation with the resident where possible on their needs and then facilitating visits. These visits can be in the safe visiting areas, window visits or in another designated area. We will also be reviewing the families that were providing regular care and support prior to the current restrictions to determine how these visits can be facilitated using the principles within the code.

In addition to this the following actions have also been undertaken since the previous update:

- The planning of a Special Care Unit at Warrigal progressed this week with property modifications being undertaken and recruitment of staff from within Warrigal that have expressed an interest on working in this unit. We have met with another Public Health Unit in another Local Health District regarding the way the unit would operate and the support they could provide with virtual care management and other outreach services.

- The recruitment of the additional workforce has enabled us to roster the majority of staff in the one neighbourhood within the larger care homes. This is important in restricting the movement of staff to different sections of the home in the event that they may test positive to COVID 19.
- The third Safe Visiting Area at Warilla has now been completed and visits will commence next week. There will be two areas at Albion Park Rail with the locations determined in consultation with the residents. The work on these will commence on Monday.

I will continue to keep you updated regularly and again, thank you for your support and understanding. If you have any further enquiries, please call our Customer Relations Information Line on 1800 927 744, now operating seven days a week between 9am to 9pm. You can also email us at warrigal@warrigal.com.au or alternatively for more general COVID19 advice please contact the 24-hour National Coronavirus Health Information Line on 1800 020 080.

Yours Sincerely,

A handwritten signature in black ink, appearing to be "CS", written over a light grey circular stamp.

Craig Smith
Executive Leader - Service Integrated Communities