

31 July 2020

Re: Latest Update on COVID-19

Dear resident representatives and relatives

I am pleased to confirm that there are still currently no confirmed cases of COVID-19 at Warrigal.

The outbreak in Victoria continues to escalate, with the focus on aged care homes. At the beginning of July, there had been no COVID-19 related deaths associated with residential aged care in Victoria, and there were only two active cases and six recoveries. By 29 July 2020, there were 440 active cases and 47 deaths. Only three residents have recovered. The first death did not occur until 11 July 2020. This is a sobering reminder of the reason that we need to be vigilant with safety as community transmissions have been increasing in NSW.

This week we were advised that NSW Health extended the requirements for face masks to be worn in more Local Government Areas, while those that were already in identified hotspot areas, including our home in Bundanoon, the requirement for them to wear masks has been extended. While no other Warrigal home is in an area where face masks are compulsory, we have encouraged staff to wear them, particularly when providing personal care, and if community transmissions continue to increase, this will be reviewed with the intention of making it mandatory.

The screening tool that is used to monitor any person coming into one of our Residential Care Homes has been updated to reflect the latest information from NSW Health. This means that if you have been in the following local government areas in the past 14 days, you will not be allowed to enter any home;

- Waverley
- Woollahra
- Randwick
- Parramatta
- Fairfield
- Liverpool
- Campbelltown
- Camden
- Wingecarribee Shire Council
- Wollondilly Shire Council

The trial of the Special Care Unit has been completed, and this week a meeting was held to review the key learnings from the trial, which included the benefit of having only two shifts each day working 12 hours, and the amount of PPE required to run the unit. Given the increased

focus on staff wearing masks, this week we have ordered an additional 90,000 masks. We have also determined that the Special Care Unit will be left vacant in the foreseeable future to ensure that we have the capacity to activate it at short notice.

We continue to ensure that any resident that shows any symptoms consistent with COVID-19 is tested, and we have now tested 108 residents, with 6 of these being tested in the past week. While we are still waiting on the results for 4 residents, all of those tested have been negative.

This week we participated in a discussion with the Illawarra Shoalhaven Local Health District regarding the support they can provide to Warrigal, which involves their Infection Management and Control Team coming out and auditing our homes. This will take place over the next few weeks and will include a review of our staffing plans, the ability to isolate residents, rapid response action plan and, the support that they would be able to provide in the event of an outbreak, including admissions to hospital.

Our focus continues to be on preparedness and communication. While we have a comprehensive plan that incorporates actions that need to be undertaken within the first hour, then following two hours and then throughout the course of the first day, and week. This week we reviewed the plan again in light of the lessons from Victoria, which included making sure that the key personnel from each home and the Rapid Response Team are aware of the duties and resources required to activate the plan.

We are looking at using different avenues to provide you with information, and today a video message was sent from the CEO, Mark Sewell, our Clinical Advisor, Catherine Shands and myself regarding the actions that Warrigal has undertaken and some broader information on what is happening in the community. I welcome your feedback on the different modes of communication.

I will continue to keep you updated regularly and again, thank you for your continued support and understanding during these unprecedented times. You can call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm, if you have any further enquiries. 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,



Craig Smith
Executive Leader - Service Integrated Communities