



30 July 2021

Dear resident representatives and relatives

It has been another significant week with the number of Local Government Areas with tighter restrictions being increased to eight, while in other areas including Wollongong and Shellharbour there have been some changes for community visits to allow to have one visitor per household per day, with the designated visitor being the same person who visits you each day.

There are also changes to prescribed trades, now able to undertake work including cleaning, repairs and maintenance providing masks are worn and there are no more than 2 workers indoors.

In view of these changes within the local community, it has been determined that hairdressers will now be permitted to return to the care homes, providing they are not going to any other aged care home and subject to the screening protocols. With the extension of the lockdown, this service is considered essential to residents in a care home for their mental health and wellbeing.

## **COVID-19 Cases**

The number of positive cases in the past week has remained very high, along with the total number of tests being conducted. In the past 24 hours until 8pm last night, there were a further 170 positive cases. This means that the total number of positive cases in NSW over the past week has increased by 1082. There have been 13 community-acquired COVID-19 cases in the Illawarra Shoalhaven LHD in the past 4 weeks, which is why care homes in Wollongong and Shellharbour are included in the current restrictions.

## **Visitor Restrictions**

With the restrictions at Goulburn being lifted at the beginning of the week, we have reverted to three levels of visiting limitations across Warrigal:

- All care homes in Illawarra and Bundanoon can have visitors that are providing essential care services or if the resident/customer is at end-of-life.

With the extension of the lockdown until the end of August, this now includes weekly visits for residents/customers with a mental illness, advanced dementia or are socially isolated. These visits are now being undertaken and the feedback has been encouraging. We are also looking to increase the calls being made to families who do not meet the criteria for an essential visit or live a considerable distance from the care home.

- At Goulburn and Queanbeyan, only two visitors are allowed each day, and the visits should be in the residents' room or in another suitable location within the care home.
- At Calwell and Stirling, there are no restrictions on visiting, but face masks still need to be worn.
- Any person visiting must sign-in using the revised screening tool and use the QR code for contact tracing.

*Warrigal*

Inspiring communities  
for older people

From the desk of  
**Executive  
Operations**



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## **Vaccinations**

While there has still not been any clarification provided on the exemptions that will apply to staff with a Public Health Order, we are continuing to prioritise staff vaccinations. An on-site clinic at Mt Warrigal was held today, and there is a comprehensive program in place in the coming weeks, for both on-site clinics and to facilitate transport to clinics in areas outside of the Sydney LGA where car-pooling is not permitted. In addition to these arrangements, we will be submitting a tender to the Department of Health to partner with Company Medical Services to provide additional vaccination clinics and we have close relationships with a number of pharmacies who can administer the vaccine. This continues to be a high priority and weekly meetings continue to be held to monitor progress and implement actions to meet the timeframe of 17 September for compliance.

## **Preparations**

The scenario planning exercise with the Illawarra Shoalhaven Local Health District, along with representatives from the Commonwealth Department of Health and other aged care providers was held on 23 July 2021. Many positive outcomes started to emerge, including the appointment of a Case Manager from the Commonwealth for each of the Local Health Districts. A more in-depth exercise is planned in the coming weeks, where each provider will present to the Commonwealth and the Case Manager the plans that are in place for an outbreak.

There are several key steps that need to be taken in the first few hours of an outbreak, with a priority on isolating residents, organising additional staffing, communication with authorities, families and residents, catering, IT resources and ensuring a supply of PPE. There are many more items in the plan, and one of the key areas that have changed in the past 12 months is identifying staff and residents that have been vaccinated. This remains the best protection that we have against this virus.

Thank you for your understanding and feedback, as I indicated last week, they are encouraging and provide valuable feedback on where we can improve.

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](mailto:warrigal@warrigal.com.au).

Yours Sincerely,

Craig Smith  
Executive Leader – Service Integrated Communities