

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



26 November 2021

Dear resident representatives and relatives,

The past week has seen vaccination rates again increase slowly, with 94.5% of people aged over 16 in NSW having received one dose of the vaccine, with 92.2% fully vaccinated. In the ACT, the percentage of the population over the age of 12 fully vaccinated is now 97.6%. The number of positive cases in NSW decreased by 198 from the previous week, however there are still 1,496 cases in the past seven days, and in the ACT, there were 91 positive cases in the past week.

It has been great this week to meet with a number of residents and relatives at our homes in Canberra, Queanbeyan and the Southern Highlands. The feedback from these discussions has been very encouraging, and I appreciate the importance of maintaining that connection during any future lockdowns. This has emphasised the importance of having an “essential visitor”, and we will be asking residents and relatives to nominate who this will be through case conferences and meetings.

We are continuing to prepare to implement the revised Industry Code for Visiting Aged Care Homes, which would mean that the majority of our homes would not require bookings from fully vaccinated visitors. We anticipate that the electronic visitor management system will be in place in all of our homes in the coming weeks to support the screening process.

The current arrangements for visiting will not be changing next week, which remains at five visits a week, in addition to any social outings. There have been some requests for overnight outings. The detailed plans that families are submitting are impressive, and demonstrate the understanding of safety and the need for your loved ones to attend special occasions.

There are still a number of residents that are having Facetime calls with family that was initiated during the lockdown period. We understand that this has been important, particularly where family members live a considerable distance from the home. However, with more activities now happening, and regular outings, maintaining a large volume of calls is challenging. It would be ideal if family members could support staff and make calls to other family visitors but where this is not possible, the frequency of the calls may need to be reduced which will be discussed with the families concerned.

The booster vaccine program was undertaken at Coniston today, the fifth home to have the booster vaccine administered. The clinics are being undertaken through a combination of Commonwealth Contractors, Primary Health Networks and local GP Clinics that provide services to our care homes. At this stage, there have been no additional dates confirmed this week, with the following dates booked in over the next two weeks.

Home	Date
Shell Cove	30 November 2021
Bundanoon	7 December 2021

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I am pleased to advise that Warrigal was recently announced as the Aged Care Provider of the Year for NSW/ACT through Aged and Community Services Australia, the leading national peak body supporting not for profit, church and charitable providers. This award recognises the work that all of our staff have undertaken during the pandemic, the growth of the organisation over the past 12 months and the strong compliance results. The national provider of the year will be determined in December from all of the state winners.

Thank you for taking the time to send your suggestions and comments, and your understanding of the staged approach we have taken. Please continue to provide feedback 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' or similar initials, written in a cursive style.

Craig Smith
Executive Leader – Service Integrated Communities