

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



21 May 2021

Warrigal Update

Dear resident representatives and relatives

Since March last year, we have continued to provide updates each week to ensure that you have received regular communication on restrictions that have been implemented, the preparations that have been undertaken in the event of a COVID-19 outbreak and more recently, the vaccination program. This communication has been an important part of Warrigal's COVID-19 strategy, and now with the majority residents in all of our residential care homes having been vaccinated, and with staff numbers being vaccinated increasing daily, it is no longer considered necessary to send weekly updates.

The feedback that we received from relatives who attended the most recent Zoom meetings was that the updates were still valuable but they would prefer them less frequently unless there are significant changes in the community. As a result, these updates will now be sent fortnightly and will potentially move to monthly at a later date. These will be in conjunction with updates and communication from the local management teams on events specific to these homes.

RESTRICTIONS

The restrictions that were in place at Bundanoon and Coniston as a result of the two positive cases in the Sydney LGA were lifted this week. As a result there are no current restrictions in any of our care homes.

ACCREDITATION

Over the past 18 months, each of our care homes have had at least one visit from the Quality and Safety Commission, many of them without any notice. While these were primarily focused on our COVID-19 preparedness, we are now due for many of our homes to have their full audit. This week, there were four assessors from the Quality and Safety Commission auditing our home at Calwell. The outcome of the audit will not be known for a number of weeks, but the team did provide some valuable feedback on our processes.

INFLUENZA VACCINATIONS

This week ACT Health revised its requirement for staff and visitors to have a 2021 influenza vaccination in order to enter an aged care home. This is now consistent with the advice from NSW Health, and while it is not mandatory at any home, it is still strongly recommended that staff and visitors receive the vaccination.

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NATIONAL VOLUNTEER WEEK

Warrigal was started by volunteers over 50 years ago, and two of these volunteers remain as Company Members of Warrigal. One of the casualties of COVID-19 was that we had to restrict access to volunteers, but as they are now returning and providing valuable support to residents and customers this week we were able to celebrate with many of them with eight different events held at various locations. Thank you to all of our volunteers.

FEEDBACK

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 or by emailing us at warrigal@warrigal.com.au.

Finally, I would like to thank all of you for your patience and support over the past 18 months. Your understanding of the actions that were undertaken as safety became our highest priority has been sincerely appreciated.

Yours Sincerely,

A handwritten signature in dark ink, appearing to be 'CS' or similar initials, written in a cursive style.

Craig Smith
Executive Leader - Service Integrated Communities