

*Warrigal*

Inspiring communities  
for older people

From the desk of  
**Executive  
Operations**



14 January 2022

Dear resident representatives and relatives,

The past week has seen COVID-19 cases continue to increase substantially in NSW and ACT, particularly with positive Rapid Antigen Tests (RAT) no longer requiring people to have a PCR test, resulting in 155,282 positive cases being recorded in NSW for the past two days. A number of these would have been retrospective results from the beginning of the year where someone tested positive on a RAT and isolated rather than having a PCR test. Similarly, the number of Residential Aged Care Homes experiencing an outbreak has increased in the past 7 days, with over 270 homes in NSW experiencing a COVID outbreak.

Since the update last week, the outbreak at Coniston has been declared over and the protocols that were in place to manage the outbreak, including no visitors have been removed. Unfortunately, three other homes have experienced an outbreak, Shell Cove, Bundanoon and Warilla. There have been no residents test positive at Shell Cove, with only staff impacted. One resident at Bundanoon has tested positive, and many staff, and residents at Warilla have tested positive. Warilla has shared rooms and facilities, making it challenging to manage the outbreak, and all of the residents that have tested positive have been located in one section of the home.

In last week's update, the "Partnering in Care" program was mentioned and there were a number of families who responded seeking additional information. I have included information on the program for anyone that is interested in becoming a partner in care. The program is open to those with a close and continuing relationship with the resident/customer who frequently visits the resident/customer to provide regular routine care and companionship.

In order to provide you with a better understanding of our processes, attached to this update are some frequently asked questions in relation to how an outbreak is managed and the communication of the outbreak. The current environment is creating a lot of concerns and anxiety, and I would like to confirm that if any resident/customer tests positive to COVID-19, the family would be contacted directly and any changes in their condition would result in a further update. There has been some confusion with families in NSW also receiving a message from Services NSW if their loved one tests positive, and generally this will occur after we have notified the family, however, this is not always the case, but please be assured that we will contact you immediately, and all other families who have a loved one at the home will also be contacted.

We are continuing to hold internal outbreak management meetings every second day which reviews the status of the residents/customers, staffing challenges, PPE stock and testing regime. In addition to these meetings, we are holding regular meetings with the Public Health Units, and where possible having them attend the homes to provide advice on infection control. Our internal Infection Protection Control Coordinator has been to a number of the homes this week to review staff practices.

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Thank you for your understanding during this challenging time, and please continue to provide feedback by 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,

A handwritten signature in black ink, appearing to be 'CS'.

**Craig Smith**  
**Executive Leader – Service Integrated Communities**