

29 January 2021

**Re: Latest Update on COVID-19**

Dear resident representatives and relatives,

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

The past week has seen no new cases in Australia transmitted through the community. A very positive result and the longest period of nil transmissions since November 2020 which was after the Victorian lockdown had finished. There have been 49 positive cases identified from returning travellers who are in hotel quarantine. There have now been 4,910 people test positive in NSW, with 26 active cases currently being treated.

We continue to ensure that any resident that shows any symptoms consistent with COVID-19 is tested, and we have now tested 257 residents and 647 employees with one tested earlier in the week, with a negative result being provided.

Outdoor visits continue to be a preferred way of meeting with residents/customers. In the past week 143 outdoor visits have been arranged, with a further 91 residents/customers leaving the home for a social visit and 52 residents/customers enjoying a bus trip. The overall number of visits was consistent with past weeks, however, some preferred visits in the Safe Visiting Areas due to the warm weather conditions. We will continue to monitor all of the areas considered a risk of COVID-19 entering a care home, including visits by GPs and Allied Health Professionals who must also be screened.

On Thursday this week all Residential Care Providers were issued an update from the Ministry of Health advising of further easing of restrictions including:

- Areas of Increased Testing - suburbs in the Canterbury LGA have been removed; and
- Central Coast and Wollongong have been removed from the Greater Sydney region and will be considered as Regional NSW for Residential Aged Care Facility advice only.

Thus, current restrictions state that;

- All staff and visitors must wear a mask in all residential care homes.
- Residents/Customers in the Regional LGAs (which covers all Warrigal Homes including Canberra and Coniston) have no restrictions on the number of visitors a resident/customer can have each day or at any one time
  - Residents/customers can leave the care home for outings such as medical appointments or to visit locations in the community such as shops and cafes
- Restrictions remain in place for visitors from Cumberland City Council area, Mount Druitt, Rooty Hill or internationally, anyone from New Zealand.

Our screening tools have been updated to reflect all of the current “hotspots” within NSW and New Zealand, and any staff or visitors providing essential care services, will not be allowed into the care home if they have been at any of the locations/venues on the screening tool.

The reviews by the Aged Care Quality and Safety Commission on our COVID-19 preparedness continue to be undertaken, and this week two assessors spent yesterday reviewing our Mount Warrigal home. This included reviewing the outbreak management plan, general infection control and related policies and procedures. The assessment team checked that any items identified in previous visits have been addressed and have indicated they were pleased with the systems and processes that have been implemented.

Given the further easing of restrictions and the likelihood of increased visits to our care homes I would again remind you that to assist the care homes through the screening process and to make your visit run as smoothly as possible that all visits are booked in through the homes directly, as has been the process for some time.

I will continue to keep you updated regularly, and again, thank you for your support and feedback. I apologise for any inconvenience, but we will continue to ensure that safety is our priority, and please do not visit if you have any symptoms or are feeling unwell.

Please do not hesitate to contact Warrigal by email at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au) with any feedback you might have or by calling our information line on Customer Relations Information Line on 1800 927 744.

Yours Sincerely,

*L McDonald*

**Lachlan McDonald**  
**Acting Executive Leader - Service Integrated Communities**