

Warrigal

Inspiring communities
for older people

From the desk of
**Executive
Operations**



23 December 2021

Dear resident representatives and relatives,

The past week has seen case numbers in both NSW and ACT escalate to the point that we will need to implement additional measures for residents/customers deemed at higher risk if they are going to an area where case numbers are high. We understand that many of you have made arrangements to come in on Christmas Day or take your loved one on a social outing, and at this stage, these arrangements can continue, unless you are notified by NSW or ACT Health that you are close or casual contact.

Given the high case numbers in the Illawarra Shoalhaven Local Health District, all of the care homes in this district have now been determined to be an amber status. We are also closely monitoring the case numbers in all areas where there is a Warrigal care home. This means that visits can still continue for anyone fully vaccinated, with a two hour limit, while the only visit now permitted at all of our care homes for unvaccinated visitors will be for end of life. Please refer to the table below for the LHDs where our NSW care homes are located:

Care Home	Local Health District
Warrigal Albion Park Rail	Illawarra Shoalhaven LHD
Warrigal Bundanoon	South Western Sydney LHD
Warrigal Calwell	ACT
Warrigal Coniston	Illawarra Shoalhaven LHD
Warrigal Goulburn	Southern NSW LHD
Warrigal Mount Terry	Illawarra Shoalhaven LHD
Warrigal Mt Warrigal	Illawarra Shoalhaven LHD
Warrigal Queanbeyan	Southern NSW LHD
Warrigal Shell Cove	Illawarra Shoalhaven LHD
Warrigal Stirling	ACT
Warrigal Warilla	Illawarra Shoalhaven LHD

Any resident/customer that leaves the home over the next week will need to be tested when they return, which has always been the case. However, if they are going to a Local Government Area with high numbers of COVID, they will also need to be isolated for 72 hours.

Another significant change is that any visitor coming from Sydney, Newcastle or Melbourne, from Boxing Day onwards will need to provide evidence of a negative PCR test within the preceding 72 hours prior to being allowed to visit in the care home.

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This week NSW Health has provided updated information on what constitutes an outbreak in a care home and what is considered an exposure, and if one resident or two staff test positive, this would be an outbreak. In contrast, a visitor that tests positive after being in the care home would be classed as the home being exposed. In the event of an outbreak, we have briefed the relevant staff, including the Rapid Response Team, local management, members of the executive team and the Public Health Unit, who would be meeting daily to monitor the measures that have been implemented. The measures being implemented and preparations are considered necessary given that there are now more than 80 homes in NSW that have an active outbreak.

It is not my intention to cause concern a few days from Christmas, rather to provide reassurance that we will continue to be prepared to respond to any situation over the festive season. If the status of the home changes to red, which indicates an outbreak in the home, communication will be sent, and only one essential visitor will be permitted into the care home. Given the impact on staffing numbers, the essential visitor may become a “partner in care”, in which case they would be able to support their loved one with physical and emotional support. This would require training to be undertaken which we would facilitate for anyone interested. If you would like to consider this, please advise the staff at the care home.

I was hopeful that there would be no need to provide an update this week, but with the numbers changing so dramatically, it has been necessary to make these changes. I do apologise for the short notice which hopefully should not adversely impact current arrangements for Christmas Day, but will in the following days and weeks. Thank you for your understanding, and I sincerely hope you all have a happy and safe festive season.

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 dark ink, appearing to be the initials 'CS' or 'Craig Smith'.

Craig Smith
Executive Leader – Service Integrated Communities