

13 November 2020

## Re: Latest Update on COVID-19

Dear resident representatives and relatives

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

The past week has seen the trend of previous weeks continue, with new cases from people returning from overseas testing positive, but no new cases from community transmission. There have now been 4294 people test positive in NSW, with 71 currently being treated. This week there has been increased testing in a number of Local Government Areas, including the Wingecarribee Area due to the positive cases last week and as a result of traces of the virus being found in the sewerage. The latest advice from NSW Health requires that additional measures be used for families visiting from these areas, and all visits at Warrigal Bundanoon were held outside this week.

This week we have attended meetings with all three of the Local Health Districts in our area, where the focus is on providing Infection Control Training to nominated staff within each of the Care Homes. It is now a requirement that each of our homes must have a staff member that will have some dedicated hours to Infection Protection and Control, and these need to be identified by 31 December 2020. We are looking at the possibility of recruiting an additional Registered Nurse who would undertake additional professional development training in Infection Protection and Control to provide support and direction to the nominated staff in the Care Homes.

It was great this week to be able to meet a number of relatives through the Zoom Meetings, where the feedback was very encouraging about the safety measures that have been implemented, and we were able to address a number of specific questions. These meetings will continue over the coming weeks and I would encourage you to attend as it's a great opportunity to provide a number of Warrigal staff with feedback so that we can continue to improve, and to be prepared for a meeting in the event of an outbreak.

One of the comments from the Goulburn meeting was a request for access to the information from the Government regarding the current requirements, including the restrictions for anyone who has not had a flu vaccination. I have attached the link to the Public Health Order for Aged Care.

[https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette\\_2020\\_2020-214.pdf](https://gazette.legislation.nsw.gov.au/so/download.w3p?id=Gazette_2020_2020-214.pdf)

The number of outdoor visits over the past week across all Care Homes increased to 291, with the warmer weather enabling more of these visits to be facilitated. The number of families taking their loved one out for a social outing has also increased with 35 leaving the home for an outing.

As these numbers are increasing, it's important to remember that the following principles need to be followed;

- Outings should be planned to take place outdoors as much as possible.
- If the outing is indoors it needs to be well ventilated and not over-crowded.
- Residents need to wear face masks where physical distancing cannot be maintained.
- The outing still needs to be risk assessed by the local management team.

If all of these are followed, there would be no requirement to socially isolate on return to the home.

The bus outings have continued in the past week, with 100 residents leaving the home for these social trips. We understand how much the residents look forward to the bus trips, and in particular the Christmas lights each year, and we will be looking at strategies in the coming weeks to increase the number of residents that can go on these outings.

We continue to test any residents/customers that display any signs of COVID-19, and this week we tested a further two residents, bringing the total number tested in our Care Homes to 200 since the pandemic commenced.

I will continue to keep you updated regularly and again, thank you for your support, which is communicated through our social media and emails sent each week.

You can call our Customer Relations Information Line on 1800 927 744, operating seven days a week between 9am to 9pm, if you have any further enquiries. You can also email us at [warrigal@warrigal.com.au](mailto:warrigal@warrigal.com.au) with any feedback you might have or for more general advice you may want to contact the Older Persons Advocacy Network on 1800 700 600.

Yours Sincerely,



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