

30 October 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 number of cases reduce in NSW from eleven to eight, however, half of the cases were from unknown sources. The number of people being tested in the community has reduced significantly in the past week, which has also been the case with our residents/customers with only two being tested in the past week taking the total number tested to 196, along with 410 staff, including 11 in the past week.

There has been a significant increase in the number of outdoor visits taking place at all Care Homes, with 285 outdoor visits in the past week, as families prefer to socially distance outside rather than utilise the Safe Visiting Areas. All of these visits are still held on the premises, and all visitors need to be screened and must have evidence of their flu vaccination. This remains a requirement from NSW Health and will be reviewed again in December.

It is anticipated that NSW Health will be issuing further orders in relation to requirements for visiting at Christmas. We understand that many families will want to spend more time with their loved ones over the festive season, and we will be commencing to survey the residents/customers from next week to determine their preferences for the Christmas period. It will not be possible to hold the large functions that have been held in previous years, and we will communicate our plans once we have received the feedback from the residents/customers.

The number of residents/customers that left the home for a social outing in the previous week increased from 7 to 22, all of which were risk assessed by management at the care home. The risk assessment includes the number of family members that will be present and the need to socially distance, however; we understand that these requirements will be more challenging with larger family gatherings over Christmas, and any social outings at this time may require 7 days isolation on return to the care home.

Mental Health Month is celebrated each year in the month of October in NSW, and this year we know that many families and residents/customers will be dealing with the impact that COVID-19 is having on their mental health. It is appropriate that at the end of this month families are aware of some important information regarding coping and dealing with emotions, and I have attached a mental health fact sheet for your information that has been prepared by SWSLHD.

We have commenced resident outings on bus trips, but numbers are restricted and the residents do not leave the bus. In the past week there were 19 bus outings with 111 residents/customers being able to enjoy this activity. This is considerably less than we would like, but numbers are restricted due to social distancing requirements, however; we are looking at options to increase the numbers so more people can enjoy these outings.

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,

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

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