

29th October, 2020

Anglican Care Advice to Consumers, Families & Friends – Mirrabooka Place

Dear Consumer, families and friends,

I hope this correspondence finds you well and our new consumers are settling into their new home at Mirrabooka Place. There has been some concerns raised in relation to visitation and restrictions in place as part of our response to COVID-19. Please be assured that it is Anglican Care's priority to ensure we provide our consumers with a safe life within our facilities and this extends to our response to the COVID-19 pandemic.

As part of our COVID-19 preparedness, Anglican Care has established the COVID-19 response team. This team includes members of our leadership team and our Infection Prevention Coordinator. This group gathers all of the information, recommendations and updates in regards to COVID-19 and determines the appropriate responses to take in our facilities. There has been significant work undertaken throughout the pandemic to ensure that we are implementing strategies to ensure the safety of our consumers, while also implementing strategies to prevent impacts on mental health and social isolation.

COVID-19 may seem far removed from regional Australia, however it only takes one person, one instance to cause outbreaks in our facilities. As we have seen in Sydney and Victoria, COVID-19 outbreaks are catastrophic for the elderly and have resulted in significant loss of life. The advice issued by NSW Health is not specific to regional or metropolitan NSW and while it may seem excessive in some instances, these are the guidelines we are expected to follow. The updates from NSW Health are issued regularly. To view the most recent update, visit the NSW Health website: <https://www.health.nsw.gov.au/Infectious/covid-19/Documents/covid-19-racfs-advice.pdf>

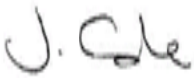
Visitation has been a key change in our response to COVID-19. We appreciate that our processes may be different to those implemented in previous facilities. We are following the advice issued by the Industry Code for Visiting Residential Aged Care Homes during COVID-19 (<https://www.cota.org.au/wp-content/uploads/2020/07/industry-code-for-visiting-residential-aged-care-homes-during-covid-v3-23-july-2020-final.pdf>). This guideline was issued in response to the pandemic to provide a framework for visitation for residential aged care facilities. We have a responsibility to ensure screening processes for COVID-19 risk factors are occurring for each visitor, as well as compliance to the requirement for mandatory influenza vaccinations. We have specific employees, Connecting Families Assistants, in place to ensure this screening has occurred. We are planning further recruitment for Mirrabooka Place in the coming weeks. This will assist increasing visitation hours. We are currently open for visitation Monday, Wednesday, Thursday & Friday.

Any instances where residents have a clearly established and regular pattern of involvement from visitors contributing to their care and support are able to continue. Care and support may include attending the facility daily or a number of times per week and, for example assisting a resident with their meals or with essential behaviour support such as that provided for people living with dementia. We encourage any relatives that have been involved in regular care and support to contact Karen Freeman, Residential Care Manager to assist with any further arrangements for visitation.

We appreciate any feedback or suggestions that you may have in regards to our COVID-19 response. We issue regular updates/advice to residents and their families to keep you up to date with any information. This correspondence is forward to the consumers nominated representative. Please ensure you share this information amongst your family and friends. Updates are also available via the Anglican Care Facebook page and website.

Thank you for your patience and understanding as we continue to assist everyone to settle in to Mirrabooka Place. If you have any concerns or queries, please contact your Residential Care Manager or Kate McEwan (Infection Prevention Coordinator) via email katemcewan@anglicancare.com.au.

Kind regards,

A handwritten signature in dark ink, appearing to read 'J. Cole'.

Janean Cole
General Manager Residential Care Services