

8th October 2020

Anglican Care Advice to Consumers, Families & Friends – COVID-19 Update

Dear Consumer, families and friends,

With the rates of COVID-19 decreasing in NSW, I understand that many of our families and friends are becoming frustrated with our visitation restrictions. It is important to understand, however, that we are required to follow the advice and guidance of NSW Health, together with making our own organisational risk assessments to determine how best to keep our consumers safe. In line with this information, it is pleasing to note that we are able to announce some further relaxation of restrictions.

Following advice from HNE Health, consumers are no longer required to isolate for 14 days on return to a facility from a hospital admission. We have extended this to include consumers returning to a facility from medical appointments or social outings. We will still complete a risk assessment with you prior to a consumer leaving the facility to ensure all COVID-19 safe requirements are discussed and will conduct screening for COVID-19 risk factors on return the facility. If you wish to take your loved one out, please contact the facility to make arrangements.

While we are able to relax some of our restrictions, some are required to remain in place at the current time. We will continue to utilise the Picktime booking system for visitation. This system enables us to monitor the volume of people entering the facility and to ensure we have adequate staff available to conduct screening on arrival. We will continue to review this and make changes as appropriate.

We have had a lot of enquiries regarding the reintroduction of bus outings for our consumers. Unfortunately, the formal advice from both NSW Health and the Department of Health is unchanged and that is that formal external outings are not to occur. We will let you know if there are any changes to this advice.

We will continue to keep you updated with any changes as they occur. 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 blue ink, appearing to read "J. Cole".

Janean Cole
General Manager Residential Care Services
Specialist Advisory Team Leader and Nurse Practitioner