



5 JULY 2024

Dear resident representatives and relatives,

We are now well into winter, and similar to last month, COVID-19 and influenza remain at high levels within the community. This month the Australian Technical Advisory Group on Immunisation (ATAGI) updated their advice regarding vaccination timeframes, stating that a recent COVID-19 infection is no longer a barrier to receiving further vaccinations. This means that residents no longer need to wait 6 months following an infection. In view of this, we have been liaising with General Practitioners and Pharmacies to facilitate additional clinics. While there are no changes to our current protocols, which are summarised below, they will continue to be reviewed monthly;

- Residents will continue to be tested with a Rapid Antigen Test (RAT) on a weekly basis, which remains our primary method of identifying outbreaks.
- If there is no outbreak in a care home, all staff, contractors and visitors are required to undertake a RAT on a weekly basis. If an outbreak is declared, involving two or more residents testing positive, this would increase to daily.
- During an outbreak, tests continue to be undertaken every second day on residents within the care home. These are sent to the respective Public Health Unit, who work closely with the local management team.
- Masks must be worn if the home has an outbreak. In COVID-19 positive areas, this must be an N95 mask, along with appropriate eye protection.
- Our homes are all different in their layout, and Managers will undertake a risk assessment and make decisions on closing dining rooms in certain neighbourhoods, reducing movements around the home, including group activities. These will all be communicated by the local management teams.

The number of COVID-19 outbreaks in residential care homes in Australia decreased by 63 over June, with 406 current outbreaks. The total number of residents impacted by these outbreaks is 2429. The number of new outbreaks that commenced in the past week was 151, indicating a consistent trend throughout the month. At Warrigal, the number of outbreaks reduced from 7 at the beginning of the month to 6 at the end of the month. Below is a summary of the current outbreaks at Warrigal;

- **Warrigal Hughes:** Outbreak commenced on 8 June, with 42 residents testing positive since this date, with 7 active cases.
- **Warrigal Goulburn:** Outbreak commenced on 16 June, with 11 residents testing positive since this date with 1 active case.
- **Warrigal Albion Park Rail:** Outbreak commenced on 19 June, with 21 residents testing positive since this date with 3 active cases.
- **Warrigal Mount Terry:** Outbreak commenced on 20 June, with 12 residents testing positive since this date with 3 active cases.
- **Warrigal Coniston:** Outbreak commenced on 28 June, with 4 residents testing positive since this date, with 3 active cases.
- **Warrigal Queanbeyan:** Outbreak commenced on 1 July, with 6 residents testing positive since this date, all of whom remain active cases.

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Inspiring communities
for older people

From the desk of the
**Chief of
Operations**



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I would like to extend a warm welcome to the 49 permanent residents who moved into Warrigal during June. There were also 76 residents that came in for respite, with many choosing to stay on permanently. We have received feedback on the challenges that some new residents experienced when moving into their new home, and we are looking at ways to improve this process for all new residents. Thank you for choosing to live at Warrigal.

The growth at Warrigal has prompted a review of our organisational structure, leading to the identification of a need for a more focused investment in Information and Technology resources. There are a number of projects currently being undertaken including an electronic medication management system which will provide a safer and more efficient system for residents, along with ensuring that we are focused on cyber security and other customer focused projects. In order to provide the oversight and expertise required for this area, Warrigal has appointed its first Chief Information Officer, Daniel Saffioti, who commenced in the role on 1 July 2024.

The Aged Care Quality and Safety Commission conducted a reaccreditation review at Warrigal Stirling over 3 days from 25-27 June 2024. These reviews assess the care home against 8 different standards, with 42 separate requirements. While it is important that our documentation can demonstrate that we are regularly reviewing and assessing the care and services being provided, the most important area of any assessment is the feedback from residents and relatives on how they are treated and how they are treated with dignity and respect and can maintain their dignity. I am very pleased to advise that the feedback was overwhelmingly positive, and we have received confirmation that all of the 42 requirements were met.

It is now only three weeks until the Olympic Games begin in Paris. Our lifestyle team have been preparing a video capturing the spirit of the Olympics in all of our care homes that will be released through social media channels at the commencement of the Games. We have also arranged for a series of fun and inclusive activities including sporting competitions between homes and social events to celebrate the coming together of cultures and experiences, where diversity is celebrated, in many ways similar to an aged care community. I am looking forward to seeing the community spirit and camaraderie over the next few months.

There are many ways that we capture feedback, and we are looking to enhance this commencing in the coming weeks where our Goulburn home will introduce a new Feedback Kiosk positioned around reception. The convenient setup allows residents and families to provide real-time feedback through the Warrigal feedback webpage. This initiative enhances transparency and provides us with valuable insights to continually improve our services. The kiosk is exclusively for residents and families and is not accessible for staff to use. Following the rollout at Goulburn, these kiosks will be implemented across all homes.

Lastly, with NAIDOC Week approaching next week, we have planned several activities to celebrate and honour the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. We will share highlights of these activities in next month's communication.

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I sincerely wish to thank all residents and relatives for supporting Warrigal, and as always if you have any feedback, please contact me by emailing warrigal@warrigal.com.au.

Yours Sincerely,

Craig Smith
Chief of Operations