

Warrigal

Inspiring communities
for older people

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



2 AUG 2024

Dear resident representatives and relatives,

As we head out of winter, COVID-19 and influenza continue to be a threat within the community, however, the community transmissions are trending down. There has been an increased focus on vaccinations during July and this will continue during August. The number of residents vaccinated within the last 6 months continues to change as new residents move into our care homes. We will continue to work closely with General Practitioners and Pharmacies to facilitate vaccinations 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 tests 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.

In Australia, the number of COVID-19 outbreaks in residential care homes decreased by 194 over July, with 212 current outbreaks. The total number of residents impacted by these outbreaks is 1428. There were 85 new outbreaks in the past week, indicating a consistent trend throughout the month. At Warrigal, we had one outbreak at the beginning of this week at Albion Park Rail, which was closed today. This means that all 6 outbreaks at the beginning of the month have closed.

I would like to extend a warm welcome to the 37 permanent residents who moved into Warrigal during June. There were also 58 residents that came in for respite, with many choosing to stay on permanently. As part of our commitment to continuous improvement and achieving our Strategic Direction of ensuring "Customers Matter," we are implementing a new process to contact family members within three months of a resident moving into the care home to seek feedback on the transition process and areas for improvement.

The growth at Warrigal in residential care resulted in the establishment of two regions at the beginning of the year, with Regional Managers appointed, one in the Illawarra and the other incorporating the Southern Highlands, Queanbeyan and ACT. This was designed to provide more support to the staff in the homes and ensure we were prepared for future growth. Kim Bradshaw was taken out of her substantive role as the Manager at Warrigal Stirling to work as the Regional Manager. Kim has now resigned from Warrigal, and while we recruit for this role, Peter Hollier will be relieving as the Southern Regional Manager. Peter brings extensive experience in integrations, including the most recent one at Warrigal Hughes, and will provide support to our Managers while we recruit for the role.

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The Aged Care Quality and Safety Commission conducted a review at Warrigal Queanbeyan from 17-18 July 2024, to assess the improvements from the previous reaccreditation review conducted in February 2023. I am very pleased to advise that the feedback was overwhelmingly positive, and we have received confirmation that all of the 9 requirements reviewed are now met. This means that Warrigal is now fully compliant across all our residential care homes, which is a great reflection of the work that has been done to ensure that people choosing to live at Warrigal can live their best lives, on their terms.

On Wednesday last week, we held a sod turning event to mark the commencement of construction for our new community village at 10 Bradman Avenue, Lake Illawarra. The site will feature 65 villas constructed, and over the course of the next 18 months, we will be working on different operating models for the village, including partnering with other organisations to offer affordable housing, or enabling customers to pool packaged funds for more efficient provision of services.

During July, we celebrated NAIDOC Week with various activities honouring the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. Photos from these celebrations are included below. In addition, we've been engaging in Olympic-themed events across all our homes, bringing residents together for fun and camaraderie. You can view more about these Olympic activities by visiting the following links:

- [Warrigal Olympic Games 2024 – Part 1](#)
- [Warrigal Olympic Games 2024 – Part 2](#)

Next week, on 7 August we celebrate Aged Care Employee Day, which is an important date where we get to celebrate and recognise the caring and professional work of our aged care staff. Our Executive Team and a number of our Board Directors will be visiting staff in our care homes to show appreciation for the work they do in providing care and support to residents that live at Warrigal.

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

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