

Warrigal

Inspiring communities
for older people

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



6 September 2024

Dear resident representatives and relatives,

Welcome to spring, the season of rejuvenation where the weather is warming and we can look forward to enjoying some lovely outdoor activities. The warmer weather has seen community transmissions of COVID-19 trend downwards, and as we do every month, our protocols have been reviewed. Given the wide geographical area we cover, there may be instances where certain locations experience a spike in transmissions. If this happens, additional precautions may be put in place by the local management team, who will communicate any updates. However, as of now, this is not the case, and the following protocols apply across all locations:

- 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.
- 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.

The number of COVID-19 outbreaks in residential care homes in Australia decreased by 72 over August, with 140 current outbreaks. The total number of residents impacted by these outbreaks is 754. The number of new outbreaks that commenced in the past week was 58, indicating a consistent trend down throughout the month. At Warrigal, we had three outbreaks at the beginning of this week at Albion Park Rail, Bundanoon and Shell Cove, and all three of them were closed during the week. Unfortunately, we had one commence today at Hughes, with 4 residents testing positive.

I would like to extend a warm welcome to the 58 permanent residents who moved into Warrigal during August. There were also 49 residents that came in for respite, with many choosing to stay on permanently. Thank you for choosing to make Warrigal your home, and if you have any feedback on your journey into Warrigal, please share it with myself or your local management team.

The Consumer Advisory Body (CAB) met during August, where the members are a combination of residents, resident representatives as well as customers from home services which provides consumers with a voice to the governing body. The CAB were presented with an overview of the Home Care Services that are provided, a summary of the main themes for feedback, complaints and positive comments, a summary of the outcomes from the training provided by the Maggie Beer Foundation and a discussion on the future of aged care and how Australia is facing a severe and escalating shortage of aged care beds, retirement village homes and hospital beds. The outcome of this discussion was that a [letter](#) was sent to the Minister for Aged Care from the CAB seeking additional funding and resources to support the sector.

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The new Strengthened Aged Care Standards continue to be a focus and staff are being dedicated to looking at the changes to processes and policies that will need to be implemented by 1 July 2025. In the past month, the Enjoyable Dining Experience Policy and Procedure has been finalised and it has resulted in some changes being implemented. Each home now has a food register that is updated by the Customer Support Officer at reception. This register is used to log when food is brought into the home. Additionally, a label will be provided to mark the date the food was brought in. Food postcards will also be provided in the dining rooms for residents and families to provide feedback which will be captured into our system.

We recently introduced a Feedback Kiosk at Goulburn to allow residents and families to provide real-time feedback through the Warrigal feedback page. The trial has been very successful and I am pleased to advise that this system will be put in at Mt Warrigal and Coniston next week. Similar to Goulburn, these Kiosks are not for staff use, and only for residents and their representatives.

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