

29 April 2022

Good afternoon family and friends,

The Covid situation is moving quickly as we now have a total of 5 Waratah residents testing positive on their PCR test. Symptoms and levels of discomfort are varied even throughout each day. All residents are being monitored very closely as we anticipate that while ever we can't confine all Covid positive residents in their rooms, there will be further transmission. The residents who are Covid positive remain isolated in their rooms as far as possible. Other residents in the Waratah suburb are able to move about their area.

I am pleased to advise we have been able to activate our Family Liaison team, who will phone each positive residents primary contact each day to provide an update of their clinical wellbeing and pass on any particular enquires about their progress. Otherwise we will provide general whole of community updates on a regular basis but not necessarily every day.

The Maroba Covid Team is working closely with the Population Health Unit to ensure all appropriate measures are in place and running smoothly. Today we have met with the full Outbreak Management Team from the PHU, The Local Health District, NSW Health, Commonwealth Health and the Aged Care Quality and Safety Commission. All are very pleased with our strategy now and moving forward.

Covid testing across all consenting residents in Waratah will be carried out as scheduled by the PHU while the remainder of the service will have a further RAT on Saturday and a PCR test on Tues 3rd May. It is the PCR test results that will determine how we proceed for Mother's day. We can only hope that all the results will come in by the following day so hold your enquiries as we will post an update as soon as we know all results. Be assured we are planning for the best case scenario. However you may wish to consider gifts being delivered ahead of time, but please do so during office hours and ensure that parcels are delivered in plastic bags that can be sanitised. Gifts must be well labelled with the resident's name, wing and room number. A gift tag with Dear Nan will not guarantee delivery. (You may laugh but this did happen at Christmas)

Given our current situation and the consistently high case numbers in the Hunter region, we will continue with **NO general visitation** for the whole facility we have more information on facility wide Covid status. Family members who would normally provide care for their loved one or those supporting a Palliating resident continue to enter the building to continue their caring and support roles.

Outings other than Medical appointments are not able to go ahead until after the PCR tests are returned and hopefully that will be by this coming Wednesday. Don't hesitate to call

Reception if you have any specific enquiries and we will endeavour to get the answer to you as soon as possible.

The situation is fluid and can change quickly. So keep an eye on our social media and your inbox.

I can't stress enough that if you have a positive Covid test and have visited Maroba in the previous week please contact us so that we can do a risk assessment for the benefit of your loved one and all at Maroba. Maroba reception number is: **49350300**

All staff in Waratah are in full PPE and are being supplied with food and refreshments to ensure they are supported with their health during their shift. Staff continue to be segregated where possible although we continue to experience staffing shortages due to exposures. The risk is being managed as best as we can with surge workforce from the Local Health District, Overtime and Agency staff. The Maroba team are doing an excellent job in supporting all our residents as we continue with Full Care regimes, Social engagement, Spiritual Care and Allied health programs. The reports of the visiting staff have been extremely positive with the following report from one of our senior RNs. "I just wanted to pass on how great the surge workforce from HNEH has been. Every single one of them has been lovely, hardworking and respectful of the residents. I wasn't sure how this could be forwarded on but I wanted to express my thoughts."

If you are unhappy with our strategy or have concerns about care you are invited to call us to discuss or if you prefer you can contact:

- Older Persons Advocacy Network (OPAN) on 1800 700 600
- The Aged Care Quality and Safety Commission on 1800 951 822
- Senior Rights Service 1800 424 079

We continue to appreciate everyone's co-operation so keep sharing these updates with friends and family so we don't have any misunderstanding along the way.

Stay safe and well.

Yours sincerely,

A handwritten signature in blue ink that reads "Viv Allanson".

Viv Allanson
CEO