

Friday 17th July, 2020

Dear friends,

This letter is a brief update to my letter yesterday, 16 July 2020. As usual it is being widely distributed to ensure that we all share the same information about Harbison's response to COVID-19. If you have any questions or comments please feel free to contact me.

Temporary closure of the Visitor Pod at Burradoo

As you know, late on 15 July 2020 NSW Health directed all residential aged care services in South Western Sydney to suspend all visits until at least the end of July.

We immediately implemented that directive but intended to keep the safe Visitor Pod at Burradoo open. We deem the pod to be a safe alternative to normal visits and have a strong preference to maintain options for families and residents to maintain contact wherever possible.

However, following consultation with the Public Health Unit yesterday, who is the responsible authority for authorising any exceptions to the directive, we have decided to close the pod until visits are permitted again.

I am sorry for any disappointment and hope that everyone has taken advantage of the increased access granted between 23 June 2020 and 15 July 2020.

Thank you to everyone who provided feedback yesterday. As always, your feedback is welcome and valued.

The case numbers for NSW continue to be encouraging, although we are advised to expect increases in the next weeks due to the clusters associated with the Crossroads and Picton hotels and the Planet Fitness gym. Other case locations have been identified as close as Bowral. For more information visit <https://www.nsw.gov.au/covid-19/latest-news-and-updates>

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The danger is real, and it is close. Harbison is now on the highest alert since the pandemic began. There is no need for alarm. We have identified no COVID-19 cases among residents or the workforce.

We have been standing down and testing any member of the workforce who has been in any of the case locations identified by NSW Health, and we have been contacting recent visitors to assess whether they pose any risk. I am satisfied that our precautions are proportionate to the current risk. We will continue to work closely with the public health authorities and our other health partners. Our focus is keeping everyone safe.

Resolving complaints about Harbison

I note an increased number of complaints to the Aged Care Quality and Safety Commission and request that if you have a concern you raise it with Harbison first, so we can try to resolve the problem. Most of the complaints relate to visitor access and we are using valuable resources repeatedly providing the same information to the Commission.

We fully support use of the Commission where problems cannot be resolved but it is not meant to be the first avenue for resolving complaints. Harbison has a robust feedback and complaints resolution process and we are committed to resolving issues quickly and transparently.

If you are concerned about confidentiality, please feel free to contact me in the first instance. Otherwise, any member of our workforce can assist you to lodge a complaint, you can use the form on our website at www.harbison.org.au or you can speak to your Deputy Director of Nursing (Leah O'Regan at Burradoo or Edsalyn Soon at Moss Vale) or Personal Care Manager (Bec Glover at Moss Vale or Rabin Joshi at Burradoo).

We also have a Complaints Officer who monitors the system and is happy to provide support to make a complaint, including providing information about external options like OPAN and the Commission. The current Complaints Officer is Elly Alcock.

Thank you for reading this letter. I believe it is the 14th since the pandemic began. I hope you find them useful. If you have any questions about a resident please contact the Personal Care Manager or, for clinical questions, Deputy Director of Nursing, in the first instance.

Yours sincerely



David Cochran
Chief Executive Officer