



Tuesday, 5 July 2022

Dear friends,

This letter follows my letter dated 30 June 2022 and includes an important update about the COVID-19 outbreaks at Burradoo. As usual, this information is shared with our residents and their representatives, our workforce including our volunteers and contractors, our company members, local GPs, and the wider Southern Highlands Community.

COVID-19 outbreak, Burradoo - update

I am pleased to inform you that the outbreak which started in Chisholm has been closed, because it is more than a week since we detected a case in any residents who live in the main building. Alexandria, Gibraltar, Lindsay, and Chisholm were reopened yesterday but kept separate from the hostel, which was still in outbreak.

Today, the hostel outbreak also closed because it has been more than a week since the last case was detected. The hostel dining room re-opened at lunch time.

Formal closure of these outbreaks by the public health unit is pending, but we expect that to be a formality. Prior to closing the outbreaks, we organised PCR testing for all eligible residents to confirm that no asymptomatic cases were lurking.

Harbison

Gundungurra Country

T 02 4868 6200

reception@harbisoncare.org.au

www.harbisoncare.org.au

PO Box 349

Bowral NSW 2576

ABN 23 001 507 624

Registered NDIS Provider

Burradoo

2 Charlotte Street

Burradoo NSW 2576

F 02 4868 6476

Moss Vale

36 Yarrowa Road

Moss Vale NSW 2577

F 02 4869 3214

Throughout the outbreaks, we have conducted rapid antigen tests every 48-hours in affected wings, and staff have undergone random RATs in addition to the ongoing requirement to test on the day of and prior to each shift. This thorough testing system gives us high confidence that transmission has been stopped.

From today, Tuesday, 5 July 2022, PPE requirements will change back to P2 masks and normal visits may resume during visiting hours (10am to 4pm daily). Remember, visitors must provide evidence of their 2022 influenza vaccination and at least two (2) doses of COVID-19 vaccination (a third (3rd) dose is strongly recommended – note that the 2nd dose must be administered at least 14-days prior to the visit). Partners-in-Care may visit outside visiting hours in accordance with their agreed plan, and end-of-life visits will be supported at any time.

It has been 29-days since the outbreak began, and we now start a 14-day surveillance period at the end of which we hope to declare these outbreaks completely over.

Updated visitor requirements

- A negative RAT prior to entry (please dress appropriately for the weather while you wait outside or in your car for the test result).
- Each resident is limited to two (2) visitors per day, plus 2 children under 12.
- Visitors over the age of 12 must have a 2022 influenza vaccination and at least two doses of COVID-19 vaccination, with the 2nd dose administered at least 14-days prior to the visit.

- Children under the age of 12 are not required to be vaccinated against COVID-19 or influenza (it is strongly recommended), but they must be accompanied by a fully vaccinated adult.
- End-of-life visits are not subject to vaccination requirements, but additional PPE may be required.
- A P2 mask must be always worn unless the RN permits removal for the purpose of communication with a resident (in which case 1.5m social distancing applies).
- Note that the limit on international travellers no longer applies, but household and close contacts are still prohibited from visiting within seven (7) days of the last person in the household having a positive test i.e., do not visit if anyone in your household has symptoms or a positive test within seven (7) days prior to the visit (this has been a serious problem for us recently).

Partnership-in-Care

We remind you that our Partnership-in-Care program provides vital support to residents, including during outbreaks. If you would like to enrol in the program, contact:

- **Burradoo** - Rebecca Glover
E Rebecca.Glover@harbisoncare.org.au
T 02 4868 6215
- **Moss Vale** Elly Alcock
E Elly.Alcock@harbisoncare.org.au
T 02 4868 6204

Workforce furloughs – reminder

COVID-19 and influenza are impacting workforce availability most days. We manage these furloughs in accordance with NSW Health guidelines. A reminder that under the guidelines staff are not permitted to enter staff lounges for seven (7) days after their return from furlough.

COVID-19 alert, Moss Vale

For awareness, we are monitoring a high-risk exposure at Moss Vale, centred on Alpine. Moss Vale staff have escalated PPE to P2 mask plus face shields. This is to reduce the risk of transmission while we monitor the situation.

Harden Lounge, Burradoo – closure

The Harden Lounge in the Burradoo hostel has been damaged by the heavy rain this week. For the safety of residents and staff, it has been closed and we do not expect it will reopen before the hostel is decommissioned. Hostel residents are encouraged to participate in activities and use the lounges in the main building and can still access the Jensen Lounge and art classroom.

Visitor screening kiosks, Burradoo & Moss Vale

We are installing additional screening kiosks at Burradoo and Moss Vale. Staff will have their own kiosks at the staff entries, and a kiosk will be installed in the cottage office. This will reduce bottlenecks during busy periods. Remember, it is mandatory for everyone –

visitors, staff, contractors – to check in using the kiosks. Compliance is audited and breaches will be deemed serious.

Target care minutes – welcome to AN-ACC

From 1 October 2022, a new aged care funding system will be introduced to replace the current ACFI system which the Royal Commission found was not fit for purpose. There will also be a new system to report performance against target care minutes. The Royal Commission recommended an average target of 200 minutes of care per resident per day, of which 40 minutes should be from an RN.

To prepare for these changes, Harbison used a government grant to engage KPMG to review our workforce. The review was completed before the target minutes for existing residents were known, so we assumed the 200-minute average as our target. KPMG found that:

“Harbison is currently delivering an estimated 198 minutes [per resident per day] against the 200 minutes target... Overall, the analysis indicates that Harbison delivers above average care minutes [per resident per day] relative to benchmarks and is almost achieving the future required care minutes... Harbison offers a relatively high mix of RN hours in their workforce at both Burradoo and Moss Vale, including specialised palliative clinical nurses.

This is a superior value proposition relative to other RACs.” (KPMG, March 2022)

Since we received the report from KPMG, we have been notified that our target minutes for existing residents are less than the 200-minute national average. We will provide an opportunity to discuss individual target minutes during case conferences.

It is important to understand that the care subsidy does not cover unlimited care. Each resident is funded according to their independently assessed needs, and then it is expected that a care plan is developed to reflect those needs and preferences within the envelope of the care subsidy.

Harbison is proud that it employs approximately the same number of people as it did at the start of the pandemic. Our teams have performed heroically for almost three years through fire, flood, and pandemic to ensure that our residents are comfortable and safe. We cannot wish away the ongoing impacts of the pandemic and influenza on staff availability and visitor restrictions. We must simply work together to achieve the best outcomes possible.

In response to feedback from families, I have reminded our teams this week that they must be mindful of not saying or doing anything which might increase anxiety for residents and families. We are completely transparent as an organisation, and accountable when things go wrong, but we do not behave in ways which increase rather than ease concerns.

We are proud that we already meet or exceed the minimum target for care minutes and will work hard to ensure that each care plan is developed to guarantee that those care minutes are wisely spent. Some residents will have access to other care, like NDIS, Can

Assist, Dementia Australia, Community Nursing, Community Mental Health, the Better Access Mental Health Scheme, or the end-of-life support available through the Southern Highlands Community Hospice. We encourage you to discuss these types of options during your next case conference.

Mark Jeffery, Residential Care Manager – Moss Vale

Mark joined Harbison two (2) years ago from Hammond Care and has played a key role in the significant refurbishment of Moss Vale and reaccreditation of Burradoo. During the pandemic, Mark and his family relocated to the Central Coast which means that Mark has been commuting long distances for Harbison. Recently, Moss Vale completed the three (3) yearly reaccreditation site audit and Mark decided that the time is right for him to make a change to permit him to spend more time with his young family. Therefore, Mark will leave Harbison on Friday, 14 July 2022 to take up a similar role at an aged care provider just up the road from where he lives.

Mark has been an integral member of my Leadership Team and will be missed, but we all wish him every success in his new job and thank him for his dedication during the past two (2) challenging years. I note that Mark leaves Moss Vale with record-high resident satisfaction, which means his successor has big shoes to fill. While we recruit to fill this vacancy, I will temporarily relocate my office to Moss Vale to ensure that Mark's team have the support they need during this transition.

Finally, I would like to acknowledge the efforts of the Outbreak Management Team who have met daily for the past month, on top of their normal duties, to ensure that every aspect of our response has been carefully coordinated. The staff who have worked in the wings have taken their cleverness and kindness to the next level, and I am proud of their hard work and innovative attempts to reduce the impacts of isolation on our residents. It takes great teamwork to manage any outbreak successfully, and we are fortunate to have one of the best teams in the business.

I am always happy to talk to you if you have any concerns, but we strongly encourage you to use our feedback system which can be accessed at harbison.org.au, by using the QR codes which are displayed around the homes, or you can complete a feedback form which is available from Reception or any member of staff.

If you wish to speak to me, simply contact me by email or phone Fran McPherson on 02 4868 6291 during office hours.

Thank you for reading this letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'D. Cochran', with a long horizontal stroke extending to the right.

David Cochran

Chief Executive Officer