

Friday, 5 August 2022

Dear friends,

This letter follows my letter dated Monday, 25 July 2022 and provides an update about the COVID-19 outbreaks at Burradoo and Moss Vale. As usual, this information is shared widely to ensure everyone has the same information at the same time. Families of any unwell residents are provided with direct updates.

Harbison Moss Vale – update

I am pleased to report that we have cleared Alpine of COVID-19 and released our residents from their isolation. Penrose is also clear, and you will recall that Joadja was cleared earlier. Berrima is now the only wing at Moss Vale with active cases. Until Berrima is cleared, the home is still an active outbreak site, and there will be no change to the current visitor restrictions. Only Partners-in-Care and end-of-life visits are permitted at this time.

Harbison Burradoo – update

At Burradoo we have two (2) active cases in the hostel, the home is still an active outbreak site, and there will be no change to the current visitor restrictions. Only Partners-in-Care and end-of-life visits are permitted at this time.

Staff furloughs – update

Both sites continue to be impacted by community transmission, and unplanned leave is almost a daily certainty. The number of outbreaks in residential aged care services is steady this week, which is a positive indicator. However, there are still more than 1,000 homes in outbreak which means the public health system is stretched and support is negligible.

It is unrealistic to assume normal service during an outbreak, so please manage your expectations and do what you can to encourage and support the available workforce in these challenging circumstances. In Australia, for every two (2) residents who have COVID-19, more than one (1) staff member is infected. This is in addition to staff cases associated with community transmission, influenza, etc. Any organisation which requires a 24/7 workforce is extremely challenged right now.

Briannah Bentley – Acting Personal Care Manager, Moss Vale

Elly Alcock has commenced maternity leave and Bri Bentley has stepped in at Moss Vale to cover Elly's leave, reporting to Danny Turner. Please welcome Bri to her new role. Bri can be contacted on

Email: Briannah.Bentley@harbisoncare.org.au

Tel: 02 4868 6228

Partners-in-Care – reminder

A Partner-in-Care is not a normal visitor. They are part of the care team, and work in accordance with an agreed plan to help ensure that residents are properly supported during the pandemic. Partners-in-Care are expected to follow their training and

Harbison

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appropriate processes to ensure good records and communication are maintained. Partners-in-Care have a shared responsibility with staff, like volunteers, to ensure that safety is maintained.

This includes reporting incidents and raising concerns during shifts. The RN in-charge is responsible for overseeing each shift and should be the first escalation point if a problem cannot be resolved appropriately with the team allocated to the wing. If you are a Partner-in-Care, and have any non-urgent questions about the program, please contact your Personal Care Manager during office hours. Current information about the program is available from the Aged Care Quality and Safety Commission using this link <https://www.agedcarequality.gov.au/resources/partnerships-in-care>

Our next Partner-in-Care training days are:

- Thursday, 11 August at 2pm and
- Tuesday, 16 August at 10am

Please register your attendance with either:

Burradoo - Rebecca Glover

Email: Rebecca.Glover@harbisoncare.org.au

Tel: 02 4868 6215

Moss Vale - Bri Bentley

Email: Briannah.Bentley@harbisoncare.org.au

Tel: 02 4868 6228

Please also arrive 15 minutes early to complete a Rapid Antigen Test.

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Thank you for reading this letter. Another update will be provided soon. I take this opportunity to commend the teams who have been so effective at containing these outbreaks, especially where compliance with IPC has been an extra challenge.

It has been a long haul in Alpine, Joadja, Gibraltar, Chisholm, and Lindsay in particular, but it is never easy in any wing. Residents are the most vulnerable members of society, and thanks to you they have been kept safe. It is not over yet, but you have demonstrated the skills and experience developed over the past two and a half plus (2.5+) years, and lived Harbison values in the process: respect, optimism, authenticity, dedication. Thank you!

Yours sincerely,



David Cochran
Chief Executive Officer

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