

Thursday, 25 May 2023

Dear friends,

This letter contains important information about a COVID-19 outbreak at Harbison Burradoo, and about how to make an appointment if you would like to discuss your options to join the new Heart & Home Membership program. Please read it carefully.

COVID-19 Outbreak at Burradoo

We are managing an outbreak at Burradoo which was notified by SMS. Initially the cases were confined to the North wing of our dementia service, but now the outbreak has spread to the main building. Currently we have more than five (5) active cases among residents and at least twice that number among our staff. Most cases have involved NIL to mild symptoms, and we are pleased to report that there are currently more recovered cases than active cases.

We understand there are now at least 14 residential aged care outbreaks in our local health district, and more than 450 nationally according to the latest data from the Department of Health and Aged Care. In NSW the number of outbreaks has increased by 44% in the past month. It is now clear that Australia is experiencing a fifth (5th) COVID-19 wave, but unlike previous waves the risk of influenza and other respiratory illnesses is also higher.

By now most of you will be very familiar with how we manage outbreaks. As usual, we are in direct contact with families and residents of unwell residents. You do not need to contact us to enquire about the health of a resident. We will contact you.

We have an increasing number of staff isolating with symptoms and/or confirmed infections, which places an additional burden on other staff. As usual, we are working to maintain as close to normal services as possible, but we anticipate there will be disruptions and inconveniences for which we apologise in advance.

- Access to the North wing of the dementia cottage is restricted to Partners-in-care and end-of life visits.
- Access to infected residents in other areas is limited to Partners-in-Care and end-of-life.
- There are currently no additional restrictions on other visitors, but if you visit Burradoo you are entering an active outbreak site at your own risk.

Every visitor must have a negative RAT immediately prior to entry, register and check their temperature using the kiosk in the lobby, wear a P2/N95 mask, practice hand hygiene before, during, and after their visit, and confine their visit to the resident's room, outdoor areas, or the café. Visiting hours are 10am to 4pm except for Partners-in-care and end-of-life visits.

Residents who are not infected may move around the home and participate in activities, but any resident who is concerned about being exposed to the virus is strongly encouraged to avoid contact with other residents and limit their movement around the home. Residents who are infected or have symptoms are required to isolate in their rooms for at least seven (7) days or as directed by the Public Health Unit.

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 Yarrawa Road
Moss Vale NSW 2577
F 02 4869 3214

Our aim is to minimise restrictions while we are in outbreak. As always, we are counting on your cooperation to avoid a lockdown. We will provide an update next week including whether we will convene a family video conference next week.

Heart & Home Membership

Last week we held three (3) information sessions about *Heart & Home Membership*. Thank you to everyone who participated.

As mentioned, some residents may wish to discuss their individual circumstances in private, and with the help of a representative or advocate where necessary.

If you and/or the people who help you to make and communicate decisions need information about any decision-making issues and/or the changes which apply from 1 July 2023 then you can request a 20-minute discussion with one of our Registered Nurses.

If you are a resident, simply tell a staff member and they will request an appointment on your behalf.

If you are an authorised representative who is helping a resident with their decision, or who has the legal authority to make decisions about care and services on their behalf, you can use the following link to book a phone call or video meeting:

<https://outlook.office365.com/owa/calendar/HarbisonServices@harbisoncare.org.au/bookings/>

Please remember that significant lifetime discounts are available to existing residents who enrol by Friday, 16 June 2023. If you would like help to complete the enrolment form, please ask a member of staff.

Introducing Dr Nwanyieze Nwali (Nwadi) RN – Clinical Care Manager, Burradoo

I am pleased to introduce our new Clinical Care Manager at Burradoo, Dr Nwanyieze Nwali (Nwadi) RN.

Nwadi has 20 years' experience as a nurse and completed her doctorate in nursing in 2021. Prior to returning to clinical practice in aged care Nwadi was an Assistant Professor/Senior Lecturer in Adult Nursing at Northumbria University in the United Kingdom. Nwadi also holds qualification in public health and professional learning and is currently studying healthcare leadership at the University of New South Wales.

Nwadi joins Harbison from IRT where she held the role of Clinical Nurse Educator. We are thrilled to have someone with Nwadi's professional and personal experience joining the leadership team at Harbison, and we look forward to working with her to create new opportunities for improved care for our residents and professional development opportunities for our workforce.

Please introduce yourself to Nwadi and help us welcome her to Harbison, where I know she will make a significant and lasting contribution.

Yours sincerely



David Cochran
Chief Executive Officer