

Family Communique # 11

23 June 2020

Dear SummitCare Family and Friends,

I would like to offer my personal thanks once again to all of you for your continued patience and understanding.

As you know we have been moving to the relaxation of our earlier visiting protocols and now have a booking system in place for 'in person' visits in each home that runs in conjunction with the Window Visits and Facetime calls.

This week sees the further easing of some restrictions in all of our homes.

- We have ceased the need for visitors to our homes to use full PPE. You will only be required to wear a face mask during visits. However, you will be required to observe social distancing and have your temperature recorded and complete our risk assessment questionnaire.
- We are also very happy to advise we have been able to roll back isolation periods for new residents or returning residents from 14 days to 24 hours. Additionally, if residents are attending hospitals for appointments and we have carried out a successful risk analysis they will not be required to isolate on return.

We are encouraged to acknowledge the low community transmission rate in NSW and the Hunter region. However, we plan to continue our current arrangements for visiting for a short time longer. We continue to review regularly in line with Government recommendations and legislation.

Your understanding of our position is greatly appreciated as we continue to prioritise all aspects of the safety and welfare of your loved one.

We encourage you to contact your Home for a booking to visit your loved one and look forward to welcoming everyone back into our homes freely very soon.

Meantime continue to make those phone calls, Facetime and Whatsapp and visit via "Windows of Love" communication and we will continue to provide regular information through our Facebook posts.

There will be no limits to those residents and families who are in the final stages of palliation. We continue to support and facilitate personal contact with family members when a resident is unwell.

We continue to remain COVID-19 FREE in our homes and thank each and every one of you for your continued support.

Take care, stay safe and best wishes to you and your family.

Warm regards
Michelle Sloane
Chief Operating Officer



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