

Family Communique #13

27 July 2020

Dear SummitCare Family and Friends,

As we enter our fifth month of COVID-19 restrictions we are closely monitoring events in the Melbourne Aged Care homes that our colleagues are dealing with. To this end it is prudent to advise you that all staff in every one of our homes have been wearing face masks whilst on duty for these past two weeks.

This was a decision I made ahead of public health advice to the Melbourne homes as we believed it was necessary and would offer a further protection for your loved ones.

I'm sure you all agree with me that the increasing outbreaks of COVID-19 across the South West of Sydney is extremely concerning, particularly as a number of our homes are located in the South West. We received advice from the Public Health Unit that we must immediately cease all but emergency visitation to these homes. This means only medical staff and families of those residents who are actively palliating may enter the homes.

We have now been required to extend these restrictions to the East, West and North West as a result of outbreaks. Again not an easy decision however we believe these actions to be necessary as the best prevention and ongoing protection of our residents and the teams of staff that are caring for them.

I would also like to advise you that since March we have been actively recruiting our own casual pool of care staff to provide us with our own relief staff and hence use no agency staff and as much as possible provide a backup in event of an outbreak.

We have large supplies of PPE however we recognise that in the event of an outbreak this stock can be depleted quite quickly and so we continue to place orders to constantly replenish stock on a fortnightly basis or as required.

During this period of restricted visiting again we will revert to our 'Windows of Love' visits and Facetime calls. We will stay in touch about your loved ones but feel free to contact your local home for updates as you wish.

I continue to greatly appreciate all of your understanding and patience and please be assured we will do everything in our power to ensure we stay COVID-19 free. We continue to risk assess all of our staff on a daily basis to ensure they are all well.

***We remain COVID free in all of our homes, it is imperative we all remain vigilant.***

**As soon as possible we will reintroduce visiting but for now we believe we will get through this if we continue to work together as we have been. Be assured we are well prepared and have excellent stock levels of PPE and other items we may need in the event of an outbreak.**

Meantime stay safe, take care and best wishes to you and all of your families.



Warm regards,  
**Michelle Sloane**  
Chief Operating Officer