

Family Communique #16

09 September 2020

Dear SummitCare Liverpool Family and Friends,

SummitCare Liverpool 173 has experienced a limited respiratory outbreak with 9 residents displaying flu-like symptoms.

This outbreak was identified quickly and SummitCare responded by immediately locking down the home and co-ordinating the swabbing of 23 residents in the immediate vicinity of the outbreak and most swabs have come negative so far, Public Health were immediately notified. All residents and staff in this area of the home have been isolated at this time and our staff have implemented full infection control measures throughout the entire home. We have been advised by Public Health that all appropriate actions are in place to contain the outbreak.

Delivering the highest quality care for our residents always remains the number one priority for SummitCare. Equally important to us is to keep all of our families and carers informed. We have now contacted the families of affected residents by phone and will be updating those families throughout today as required. We will continue to contact any additional families should there be further cases via phone to the nominated contact person. At this time preliminary indications are positive there is NO COVID-19 detected in the first wave of swab results received this morning and we anticipate delivery of all remaining results by late this afternoon. The results so far indicate only common cold virus.

Our management team continues to be on hand to provide ongoing communication and respond to enquiries from our staff, residents and their families. I will be on site today as well as my Group COVID Coordinator in the event we are needed.

Please be assured SummitCare has been preparing for this type of situation since early this year and has a comprehensive management plan. Our staff are well trained and we have ample supplies in the event of escalation of the outbreak. This outbreak will not reduce the quality of care that SummitCare is providing to its residents, with additional fully trained nursing support staff now providing assistance at the facility.

We continue to seek your understanding and patience which has been amazing during these times. We continue to do everything in our power to ensure we stay COVID-19-free and keep our homes and your loved ones safe.

Thank you all once again and please contact the General Manager of your home if you have any further questions however we ask that only one member of the family make contact as you can imagine everyone is very busy providing care at this time.

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



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