

Pennwood Village Pennwood Home Care

ABN: 75 521 463 841

3 August 2020



19 Windsor Ave, Pennington SA 5013

P: (08) 8341 0401

F: (08) 8341 0775

E: info@pennwood.org.au

W: www.pennwood.org.au

Dear residents and families of Pennwood Aged Care Services,

As the situation in Victoria becomes more and more serious we are busy reviewing and updating our COVID-19 outbreak preparedness here at Pennwood. Keeping our community of residents, families, staff and families of staff safe during this pandemic is our top priority.

How can you help?

Reduce the amount of face to face visits with your relative: We ask that you please reduce the amount of visits you have with your family member to **once a week**, and begin again taking advantage of technology such as telephones, face time etc. to keep in touch. Visits must be booked by calling reception on 8341 0401 or emailing communication@pennwood.org.au. **Visiting hours from Monday to Friday are now to be between 10.00am and 3.30pm.**

Weekend visits: Commencing from this **weekend visiting hours will be between 1pm and 4pm**. We ask that these spots are reserved for families who work and are unable to visit during the week.

Stick to the rules: We are still working under an emergency directive from SAPOL (see link) <https://www.covid-19.sa.gov.au/emergency-declarations/aged-care>

This direction states: each resident can only have one care and support visit each day (this includes doctors, allied health etc). Each care and support visit is only a maximum of two people for a short time (1/2 hour) and anyone coming onto the premises must provide evidence of a flu vaccination.

When you are visiting, by law, you must not be in a communal area, other than the allocated visiting area at the front of the facility. This is to ensure you do not come into contact with other residents during your visit. Please remember to enter and exit your relative's room through the external door when visiting.

Reduce the risk of exposure to COVID-19 for your relative:

At this stage, legislation still states that residents are allowed to leave the facility, however, we expect this may change. If you are taking your relative out please consider the risk. Areas that we consider as high risk are shopping centres and other places with high numbers of people present.

If you are taking your relative out we now ask that you apply in writing 48 hours prior and include information about where you will be going and how many people will be present. Our director of nursing or clinical nurse consultant will then conduct a risk



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assessment. If they deem the risk to your relative and other residents is too high, the outing may be refused.

Hope for the best and prepare for the worst:

Start considering what your response might be if we had a confirmed COVID-19 case at Pennwood Village (staff or resident). Are you in a situation where you may be able to take your relative home for the duration of the outbreak? Is there any way we could support you to do this?

We are this week conducting blessings of the facility using a variety of different faiths and priests. If you feel inclined, please include Pennwood residents and home care clients, families of residents/home care clients and staff in your thoughts and prayers. There is great strength in numbers 😊

What is Pennwood doing to prepare?

We are closely watching the situation in aged care in Victoria so we can prepare in advance. Some of the learnings to date include: staff working across multiple sites is an issue, with these staff spreading the virus from one facility to another inadvertently. At Pennwood we are very lucky that we have a stable, long-term workforce and we do not use agency (temporary) staff. On Friday we sent out a survey to all of our staff asking them to declare if they are working in other organisations and asking them to make a choice to either commit solely to working at Pennwood, or to work with the other organisation until the situation in South Australia becomes more stable.

Another issue that seems to be problematic interstate is staff having to self-isolate for 14 days after coming into close contact with a confirmed case. This then leaves facilities with workforce issues (short staffed). To combat/prepare for this issue we are working hard to allocate staff to stay in the same areas, and educating staff not to group in staff rooms or during their breaks.

Communication also seems to be a big problem with homes that have outbreaks between families and the facility. We are currently looking at this issue and have a plan to have each resident/family allocated either Dubravka Blazevic (DON) or Jenny Cook (CNC) as a main point of contact for the family. You should receive further information about this during the week.

All of our staff have had COVID-19 training and infection control training, and we have a stockpile of masks and other personal protective equipment in the event of an outbreak. In South Australia the current plan is that any confirmed case of COVID-19 in aged care will be sent immediately to hospital.



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As always we are open to suggestions and feedback on how we are managing this crisis, and of course, about how we are looking after your relative or any suggestions on how we can improve. You can continue to use the communication@pennwood.org.au email address to raise concerns or suggestions.

Thank you all for your co-operation during this difficult time, and stay safe!

A handwritten signature in black ink, appearing to read 'Kimberley Moss'.

Kimberley Moss

Business Manager

