

# Pennwood Village Pennwood Home Care

ABN: 75 521 463 841



19 Windsor Ave, Pennington SA 5013

P: (08) 8341 0401

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4 September 2020

Dear families and friends of Pennwood Village,

This Sunday 6 September 2020 is Father's Day! For those of you who have a Dad or a Grandfather at Pennwood we have extended our visiting hours for Sunday to ensure that everyone who wants to, can come in and visit their relative. Visiting hours will be 10.30am until 4.00pm and the reception area will be staffed to ensure people can easily and safely enter the facility, be temperature checked, and sign in as quickly as possible.

If you are interstate or overseas, we have lifestyle staff on the floor who can arrange Facetime or Skype visits so you can still keep in touch.

We are all continuing to work very hard here at Pennwood on our COVID management strategies, outbreak plans and complying with the fast changing legislation and government guidelines.

As per the latest Emergency Management (Residential Aged Care Facilities No 7)(COVID-19) Direction 2020 we have been very busy implementing this latest piece of legislation. I will dot point below the major changes that have been implemented over the last week:

- **As at 30 August 2020 ALL staff members and contractors who come within 1.5 metres of residents are required by law to wear a face mask.** The idea behind this is to stop staff potentially bringing COVID-19 into the facility. At this stage visitors are not required to wear a face mask when visiting.
- Aged care facilities are no longer permitted to have carers working on site, who also work in another residential aged care facility (**one worker one site**). We have been very fortunate at Pennwood that we only have three care workers who work in other facilities, and all three have chosen Pennwood as their preferred employer. At this stage this legislation does not include nursing staff, or any other staff other than personal care workers, however, this may change. We have also conducted a survey of all staff to ascertain who works elsewhere and put processes in place to ensure they understand they must, by law, report to Pennwood if there is a COVID case in their other employment.
- Although all Pennwood staff have already completed education on COVID-19 and infection control, legislation now requires us to ensure all staff and contractors who provide personal care to residents must complete an online education program by SA Health by 30 September 2020.
- Starting from next Monday the roster has been changed so that staff now work in 'pods' and stay as much as possible in the same areas. Staff break areas have been changed, a break schedule is now in place. The idea is that in the event of a confirmed COVID case (residents or staff) that we will not have to quarantine a large portion of our workforce. Also with the staff



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staying in the same areas, means the risk of cross contamination across the facility is greatly reduced.

- When you visit you will notice social distancing signage and maximum numbers of people who can be in communal areas at any one time. This includes administration, hence the reason that we ask everyone to please book in for their visits so we can ensure we do not have too many people in the administration area at one time. Again, this is a legislative requirement.
- It is also legislated that any resident who has had a COVID-19 test must remain isolated in their room until the test result is returned. Staff are required to wear full personal protective equipment when providing care to this resident. Luckily, at this stage COVID test results are coming back quickly, usually within 24-48 hours. Staff have been educated that they must obtain and document consent prior to arranging or performing a COVID test on a resident.
- **If you have had a COVID test and are awaiting the results, you CANNOT legally enter the facility, even if you are feeling well.** This applies to everyone, staff, contractors, visitors and new/prospective residents.
- Residents can still go out of the facility, and we continue to ask that you give us notice and an indication of where you will be taking your relative. We ask you avoid taking your relative out to high risk areas where social distancing is not always possible (such as shopping centres). We have a risk assessment tool we are using to assess the risk when a resident goes out, and this is working well to ensure we continue to maintain resident safety.

## Resident Wellbeing

During all of these changes, we are closely monitoring the wellbeing of the residents. As you would have seen, if you are on Pennwood's facebook page, a lot of additional resources have been put into providing 'comfort food' and nutritious snacks for the residents to keep up their general health and strength. Surveys are being currently being conducted with residents, and some good opportunities where we can improve have been identified. Arts and crafts, pet therapy and smaller group activities are continuing, within the social distancing legislation we must abide by.

Please let us know if you have any suggestions or concerns using the [communication@pennwood.org.au](mailto:communication@pennwood.org.au) email address or email me directly on [kimberley@pennwood.org.au](mailto:kimberley@pennwood.org.au). We love to receive feedback and we are always looking for ways we can improve the care and services for our residents.

The staff have been excellent at adapting to so many changes so quickly, and they are working hard under difficult and stressful circumstances. Unfortunately the media continues to paint a terrible picture of the aged care industry and this is such a shame, as it undermines the work of all of the dedicated, kind and caring people who work in aged care. If you think someone is doing a good job, please let them know, as your compliments really cheer up the staff, and make them feel valued and appreciated.

Please be assured at Pennwood we are all doing our best to keep your family member safe during this global pandemic. I hope you are all keeping well and coping ok as we move through this strange year.



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An online relatives meeting has been scheduled for next Friday. Instructions for attending are below:

Relatives and Friends of Pennwood

Fri, Sep 11, 2020 3:30 PM - 4:30 PM (ACST)

**Please join my meeting from your computer, tablet or smartphone.**

<https://global.gotomeeting.com/join/504735197>

**You can also dial in using your phone.**

Australia: [+61 2 9091 7603](tel:+61290917603)

**Access Code:** 504-735-197

**Join from a video-conferencing room or system.**

Dial in or type: 67.217.95.2 or [inroomlink.goto.com](http://inroomlink.goto.com)

Meeting ID: 504 735 197

Or dial directly: [504735197@67.217.95.2](tel:504735197@67.217.95.2) or 67.217.95.2##504735197

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/504735197>

If you haven't attended an online meeting before, a separate email will come through with some instructions on how to log in.

Take care and stay safe,



Kimberley Moss

Business Manager

