



## THOMPSON HEALTH CARE

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22/10/2020

To Our Residents and Relatives

This is in continuation of our update letter dated October 8<sup>th</sup>. Firstly we wish to again acknowledge your kind support during a tumultuous period. We are indeed very grateful and overwhelmed. As promised earlier we have reviewed our visiting protocols in light of easing of restrictions in NSW. We wish to ease the visiting protocols albeit cautiously in Thompson Health Care homes.

### Visitor Protocols

School holidays are now well and truly over and NSW continues to do well. We are cautiously confident that we can commence room visits from next week.

While we are very happy to re-commence room visits, a reminder that temperature and wellness checks will continue and please remember to bring a mask. We are currently reluctant to allow the visitors in communal areas.

Room visits will need to be booked to manage the numbers. A resident can have only a maximum of two visitors at any one time.

Kindly note the protocols can change subject to the advice from NSW Health.

### Enhanced Infection Control

Thompson Health Care will engage in an onsite clinical lead to provide leadership and increase capacity in relation to Infection Control. This is critical to minimising COVID-19 infections in our facilities and responding to outbreaks that may occur.

We will have a dedicated Infection Control team in each of our home led by the respective Director of Nursing. The control team will complete an accredited Department of Health infection control Course. This is in addition to the infection control courses the staff undertake.

Hopefully this optimism will carry through to the festive season. We will certainly keep you updated as always.

Please don't hesitate to contact Sonia or myself if you would like any further clarification.

Kind Regards.

Mak Bhide

CEO

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