



THOMPSON HEALTH CARE

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To Our Residents and Relatives

This is a continuation of our update letter dated September 24th.

As suggested earlier we will wait until after the end of school holiday, as expected cases have started to emerge in NSW. Next week will certainly define the trend as a spike is expected due to the holidays.

As previously communicated, we will currently maintain the status quo for the visitor protocols. We will reflect and review in the week commencing October 19.

We certainly appreciate that it is very difficult, however we would prefer to be cautiously optimistic.

We will certainly consider relaxing the protocols subject to the emerging trends next week. We are also guided by the advice from NSW Health.

The compassionate visits will continue as usual at the discretion of the respective Directors of Nursing.

The perceived good is not always necessarily pleasant- Socrates

We are, as always very grateful for your continued support and patience. We also wish to acknowledge your kind participation in our sample survey conducted by Ms. Sue Warby, Senior RN and Clinical Governance Committee member. It was a randomly selected sample and comprised 10% to 25% of the residents of each home. Your feedback and suggestions are extremely valuable and important. We have certainly taken them on board and are being closely reviewed.

Please do not hesitate to contact Sonia or myself if you would like further clarification.

Kind Regards,

Mak Bhide

CEO

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