



THOMPSON HEALTH CARE

Thompson Health Care Pty Ltd

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To our Residents and Relatives

This update is in response to the comments from our Hon. Prime Minister re the visits to Nursing Homes.

We are governed by Department of Health and Aged Care Quality Commission. The aged care providers are also guided by our peak governing body and medical fraternity.

Aged Care Quality and Safety Commission have released on Sunday 26/04/20 the advice for residential aged care services. A quick synopsis-

While the visitor and other restrictions are in place, providers must also continue to comply with their responsibilities under the Aged Care Act 1997 and related principles, including the Aged Care Quality Standards and the Charter of Aged Care Rights. This includes the need to:

- *Communicate with residents and families in an ongoing way*
- *Put in place supplementary and alternative arrangements to support families, friends and others to maintain regular contact with residents*
- *Ensure that residents continue to receive safe, quality care during the visitor restrictions.*

On reflection the situation is still very fluid and we believe easing restrictions is fraught with danger. You will appreciate that the risk of opening the flood gates far outweighs the benefits.

We are also overwhelmed by the solidarity and show of support from majority of our families for the restrictions. Whilst I do acknowledge and respect some dissenting views, we have to act in the broader interest of our commitments to residents and staff. We cannot take a chance with precious lives at stake.

Considering this we will maintain the status quo for this week and reassess on a weekly basis. As you will appreciate we have been very supportive to our palliative residents and end of life cases and will continue to do so.

Please let Sonia or myself know if you need any clarifications. Mrs Sonia Korthout is a very senior Registered Nurse and is a member of our Clinical Governance Committee.

Yours Sincerely

Mak Bhide

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