



THOMPSON HEALTH CARE

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07/01/2021

To Our Residents and Relatives

This is in continuation of our update letter dated December 21.

I am writing to give you an update re our visitor protocols in line with NSW Health guidelines issued on January 7th. We have always been committed to embrace and implement the directives from NSW Health.

As per the latest update we will restart the visits to homes from Monday- January 11 except the areas specifically prohibited below.

As per the directive from NSW Health- Until further notice all residential aged care facilities in Northern Area of the Northern Beaches, City of Wollongong, Cumberland City Council or the Canterbury Ward of Canterbury Bankstown Council must exclude all the visitors. There are certainly some exceptions, however we will request the families to contact the Public Health Unit and the respective Director of Nursing for the same.

We certainly would continue to allow the end of life and palliative visits at the discretion of the respective Director of Nursing.

Kindly note that all the visits need to be booked. We will also request you to carry your own mask. The wellness and temperature checks will continue.

Please contact the respective nursing home for booking the visit. Contact with your loved ones is very important and our RAO teams are available to facilitate this for you via skype/face time.

We are certainly conscious of the hassle and discomfort to you all. You will appreciate that our priority and commitment continues to be safeguarding our most vulnerable residents.

We continue to focus on the recreation and lifestyle management in our homes. Please rest assured that all the lifestyle activities remain unchanged except external entertainers.

We sincerely appreciate your overwhelming support and kind co-operation. I take this opportunity to wish you all Happy New Year. May this year bring good health, happiness, new goals, new achievements, and a lot of new inspirations on your life.

Please contact Sonia or myself if you need any further clarification.

Kind Regards

Mak Bhide

CEO

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