13/08/2020

To our Residents and Relatives

This is in continuation of our update letter dated July 31st.

The situation continues to be critical with more suburbs being added to the list of hotspots regularly in NSW.

We will maintain the status quo with the current visitor protocols for another couple of weeks. We are reviewing and reflecting the situation on a daily basis and hope we can relax the protocols soon. Compassionate visits will of course continue at the discretion of the respective Director of Nursing.

Residential Activity Officer teams will facilitate contact with your loved ones via skype and external visitor areas. Physical distancing and the use of masks are proven to be very effective in preventing the spread of infection and we would appreciate your co-operation.

As reported last time all the lifestyle activities for residents have been maintained with the exception of external entertainers.

We continue to focus on staff education, hygiene, temperature check and wellness check.

As reported in our last update all staff of Thompson Health Care have been supplied with masks whilst on duty and staff using public transport are supplied with extra masks. It is mandatory for all the staff in our homes to wear mask.

We would request that all visitors to the home bring their own mask. You will appreciate that national supplies are very low and we do need to preserve our stock for emergencies.

Our utmost priority continues around mitigating risk and protecting your loved ones, the most vulnerable members of the community. We are extremely grateful for your continued support during this challenging time.

Please contact Sonia or myself if you would like further clarification.

Kind Regards

Mak Bhide

CEO

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