

COVID-19 Residential Site Lockdown

INFORMATION SHEET – WHAT TO EXPECT

In preparedness for the possibility that a Wintringham residential care home is placed into lockdown due to a confirmed or suspected case of Covid-19, we have prepared this information sheet on a range of topics that residents and their next-of-kin may like to know.

In short, this is what you can expect if there is a lockdown at any of our residential care sites.

FIRST STEPS

1. Initial response

- Victorian Department of Health & Human Services (DHHS), and the Commonwealth Department of Health are notified.
- Staff briefed.
- Staff will speak to all residents to inform them of the outbreak and ask them to please stay in their rooms.
- Identify who has been in contact with the Covid positive case, then those people will be quarantined for 14 days. Staff will not be able to return to work if they have come into contact with a positive case and were not wearing suitable Personal Protective Equipment (PPE). They will need to isolate at home as directed by the Public Health Unit.
- Key Wintringham personnel (the Operational Management Team) will be notified who will enact the Outbreak Management Plan.

2. Site lockdown

- The home will be locked down and signage placed in prominent positions.
- Reception will ask all non-essential persons to leave immediately.
- Two staff areas may be set up, so staff working with Covid positive clients are separated from staff who are not working with Covid positive clients.
- Some residents may be asked to move rooms, this is so we can ensure their safety, the safety of other residents and staff.

- Based on cases that have occurred elsewhere, we expect the duration of this lockdown to be for a minimum of 24 days, however the lockdown may be longer than this.
- The lockdown will only be lifted once the Victorian DHHS Public Health Unit declares it over, and we will keep you informed of this decision.

3. Family / next-of-kin notification

- The primary next-of-kin contact will receive a phone call and email advising them of the outbreak. If a resident has multiple next-of-kin contacts, the additional people listed will receive email notification. A copy of this document will also be provided at that time.
- If we receive confirmation of a positive Covid case at our home between the hours of 8pm – 8am, next-of-kin will be notified from 8am the next morning.

4. Visitors

- Visitors will not be permitted to enter the home until the outbreak is declared over by the DHHS Public Health Unit. Wintringham will discuss options for visiting if there a resident is receiving end of life care.
- You are welcome to visit your loved ones through Zoom online – please email covidoutbreak@wintringham.org.au or call ahead to arrange a time, so we can ensure our resident has access to a tablet device at the time you request.

5. Keeping informed

- Within the first 48 hours we will hold a group Zoom online video conference to communicate the steps we have taken and answer any questions. (Note - this will most likely occur within the first 24 - 36 hours, however this is dependent on the time that notification of a positive case is received.)
- A time will then be established to hold a daily Zoom conference for family and next-of-kin for at least the first seven days of the

outbreak. After this point we will be guided by feedback given by family and next-of-kin in terms of a suitable frequency for these sessions.

- Regular notifications will be emailed to all next-of-kin, as and when they become available, so please be sure to keep a look out for information on your email.
- All communications to residents / next-of-kin / family will also be posted online in the one place, and can be viewed any time here: www.wintringham.org.au/covidresi.html

DAILY OPERATIONS

6. Resident care

- All residents will be encouraged to be tested for Covid-19 as per DHHS guidelines.
- Arrangements will be made for residents to access an open air / outdoor area close to their room, Wintringham sites are well designed to allow for this.
- All residents will continue to receive the usual services and care, including medication management, they need.
- The health of all residents will be monitored and all health needs of the residents will be met through Wintringham's usual processes.
- Extra staff will be rostered on to support resident needs, and recreation staff will support them with shopping needs.
- Extra staff will be engaged to support residents with cognitive deficits, so they can be assisted to stay in their home in lockdown. Assistance from the DHHS Public Health Unit may be sought.

7. Allied Health Support Services (e.g. physiotherapy, podiatry etc.)

- Only services deemed as essential services that cannot wait for a minimum of two weeks, will continue.

8. Meals/catering

- Meals will continue as usual except residents will be dining in their rooms and we will be using disposable cutlery and plates.
- Food safety is a priority for Wintringham and we will continue to monitor and abide by all food safety guidelines if an outbreak occurs.
- Our catering team is committed to ensuring meals will still be cooked and served as usual. All modified diets and dietary needs of residents will be maintained.
- Residents will, as always, be able to access a variety of takeaway food options during the lockdown.

9. Recreation

- All group activities on site have been ceased during the current restrictions.
- Additional iPads / tablets have been purchased and are available for use for family/friend Zoom sessions.
- Arts and crafts kits and books will be available in each resident's room so they can keep entertained and busy.
- All residents will still have access to an open outdoor space near their room.
- Virtual volunteering / pen pal programs in place, where residents can take part and do video or telephone calls, write a letter or communicate with a Wintringham volunteer. Recreation staff will assist them in this process if they wish.

10. Cleaning

- The cleaning regime will again be further increased during the outbreak, in keeping with Government requirements.

11. Laundry

- Laundry services will continue as normal. Our laundry equipment and processes will kill the virus during the washing and drying cycle.

- As an extra protective measure, for Covid positive cases, their laundry will be washed in infection control bags – that dissolve once they are in the washing machine.

12. Personal Protective Equipment (PPE)

- A supply of outbreak emergency PPE is available on site, and a centralised ordering system is in place. Stocks will be refilled daily.
- Hand sanitiser stations are located at multiple points throughout our home, and they will be checked and refilled regularly throughout the day.

13. Waste removal

- Given there will be an increased volume of waste due to even more PPE being used, there will be additional runs to empty clinical waste and infectious waste bins. Used PPE will be safely stored until removed from the home.

14. Rostering of staff

- Staff rostering will be regularly reviewed to ensure we have adequate staffing levels to maintain our service levels for residents.
- A pre-prepared surge list of staff who are willing to work additional hours will be actioned, as longer shifts may be required.
- Extra staff will be rostered on to support residents with requests while they are self-isolating in their rooms, especially at the initial stage.

GETTING IN TOUCH

15. For residents

- Please press your buzzer, and a staff member will attend to your query or request.
- Staff will be doing more regular rounds to check on you as well.

16. For next-of-kin / nominated family

- Please call our home's usual telephone number and we will have additional call takers available to address your queries about what's happening at the site.
- You can be connected by phone to your loved one's care team for an update on their personal wellbeing, or to your loved one as well.
- Alternatively you can also email questions to:
covidoutbreak@wintringham.org.au

17. Communication support

- If you need an interpreter call 131 450.
- For the National Relay Service call 133 677.

18. Independent support – Advocates

Aged care advocates walk alongside older people and their families. They provide older people with a voice and work at their direction. Most importantly, aged care advocates are independent of aged care providers and the government. The support they offer is free.

- For Elder Rights Advocacy (ERA) – Call 9602 3066 or freecall 1800 700 600 and ask to be connected to ERA.
- Or if you prefer email, put 'ERA' in the subject line and send to:
covid@open.com.au and please include your call back phone number.

19. Government information

For general Coronavirus information, call the Victorian Government hotline on 1800 675 398 or visit the Department of Health & Human Services website: www.dhhs.vic.gov.au/coronavirus