

KOOWEERUP REGIONAL HEALTH SERVICE

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November 20 Find us on



15th October 2020

Dear families/residents,

Thank you for taking my phone calls made on the 9th October 2020 gauging support for a gradual opening of the facility to internal visits. Three family members were unable to be contacted at the time of phoning.

We are at an important point of the pandemic and your support and willingness to be involved in the decision making is greatly appreciated. As discussed the reintroduction of internal visits is not without risk and a measured approach will assist in maintaining safety for our residents while also addressing the broader mental health and family requirements.

To borrow a line from the Premier Mr Daniel Andrews, "this may be as good as it gets".

As I write this letter the Shires of Greater Dandenong (13 cases) Monash (12 cases down from 19), Frankston (9 cases down from 10) and Casey (8 cases down from 9) remain of concern in our local area.

In terms of specific postcodes Cranbourne (3 cases – down from 5), Clyde (4 cases down from 5) and Berwick (1 case stable) remain the postcodes to watch. Kooweerup and Pakenham remain at zero cases.

The options that were put up for families to consider were:

Option 1:

Maintain the status quo. Nil internal visits for a further three weeks from the 19th October 2020 followed by a review pending community spread.

Option 2:

That KRHS reintroduce internal visits from the week of the 19th October 2020.

Each resident will receive a one-hour visit per week in the week of the 19th October 2020.

Daily internal visits to Killara will be capped at six with four visitors for Westernport Unit.

Masks will be required by all internal visitors and will be provided by KRHS at the point of entry.

Internal visits must be undertaken in the resident's room or KRHS garden. To decrease risks to other residents visits in communal areas are not permitted.

Physical distancing must be adhered to.

Window visits (one-hour duration) will still remain between the hours of 1000 hours and 1700 hours. (last booking), two visitors per window visits. Children permitted but will form part of the two permitted visitors. Masks must be worn by all window visitors and will be provided by the visitor.

Commencing the week of the 26th October 2020 visits remain at one hour per resident per week but the opportunity to leave the grounds will be made available based on a Risk Assessment with the Nurse in Charge.

We draw to your attention that the ability to take the resident home at this point in time is not available, however we understand the importance of this item and look forward to considering this at the next point of review (9th November 2020).

Walks in the adjacent park or to the local Coffee Shop for a take away coffee are suitable activities.

The key principles to guide decision making will include the need to ensure physical distancing and maintaining the directions as set out by the Victorian Government.

The week of the 2nd November 2020 will be as per the 26th October 2020. A review to further increase access to the facility will be undertaken in the week of the 9th November 2020 as will consideration be given to home visits.

At all times KRHS will be monitoring the impact of the broader Victorian relaxing of restrictions as determined by the State Government and the impacts on our local postcodes.

Decisions to further apply restrictions or expand visits to the facility will always be based on ensuring resident safety.

To ensure viability of Option 2 it will be most important for adherence to the guidelines. Avoiding breaches of the guidelines will ensure that quarantine for residents will be avoided.

With this said the overwhelming response from families was that Option 2 was the preferred option and as a result will be implemented by KRHS commencing 19th October 2020.

Families are encouraged to book visits by contacting Reception on 59 979 679.

In discussing our plan with Safer Care Victoria representatives, KRHS was encouraged to risk assess visits outside of the facility. This will be done using a Risk Assessment Tool that will be applied when requests to leave the grounds are received. KRHS was strongly advised that Risk Assessments focused on ensuring consumer safety.

To further ensure resident and staff safety a Touch Point Cleaner will follow on from your visit and attend to the environmental cleaning.

We are all aware through Media and Government information that droplet spread through surface transmission is a primary way of virus spread. To facilitate this cleaning we request that you are mindful of the visiting duration.

The 19th October 2020 also marks the date for return of boxed resident items that were temporarily stored during the outbreak and deep clean. This situation applies to Westernport Unit residents only. Boxes will gradually be returned to Westernport Unit resident's rooms and family members are encouraged to again decant the contents and assist in creating a personal space.

In terms of the broader facility activities KRHS will continue to focus of segregation of staff.

Outpatient Services such as Physiotherapy, Occupational Therapy, Early Parenting Unit and visiting Specialists will be stalled for a further three weeks followed by review. The uniqueness of the KRHS physical layout requires the organisation to restrict avoidable foot traffic where possible and as a result visiting services will be limited to essential services only.

Inpatient Physiotherapy/Occupational Therapy Services for residents and acute clients will continue.

We welcome families back into the facility and trust that a controlled Victorian situation will enable us to build on these small steps.

On behalf of the staff I thank you for your ongoing support

Yours sincerely,

FRANK MEGENS

Chief Executive Officer

FM/sg/21939

Please visit our website for the latest information on KRHS and COVID-19 restrictions