



News from Kim & Steph

(People, Culture & Customer Service Manager and the Quality Officer)

Tanunda
Lutheran Home Inc.



DEPARTMENT OF HEALTH

As at 3:00pm on 19 April 2020, a total of 6,606 cases of COVID-19 have been reported in Australia, including 70 deaths and 4,230 have been reported as recovered from COVID-19.

- Over the past week, there has been an average of 42 new cases reported each day. Of the newly reported cases, the majority have been from NSW.
- Cases of COVID-19 were reported across all ages.
 - ◇ The median age of all cases is 47 years (range: 0 to 101 years).
 - ◇ The median age of deaths is 79 years (range: 42 to 95 years).
- There is a relatively equal ratio of male-to-female cases across most age groups.
- There has been a steady decline in cases. However, it is too soon to tell whether this trend will be sustained.
- Of cases with a reported place of acquisition, 64% have recent international travel history, including around 1,200 cases associated with cruise ships.
- The overall proportion of cases under investigation in each state and territory is relatively low, indicating that public health actions, including case identification and contact tracing, is occurring in a timely manner.
- To date, over 420,000 tests have been conducted nationally. Of those tests conducted 1.6% have been positive.
- The 'cases in aged care services' table presents the number of cases that have been reported among care recipients in Australian Government subsidised Residential and In Home Care settings in each state and territory

CASES IN AGED CARE SERVICES

Confirmed cases	Australia	ACT	NSW	NT	Qld	SA	Tas	Vic	WA
Residential Care	53 [11] (11)	0	51 [11] (10)	0	1 (1)	0	1	0	0
In Home Care	25 [6] (1)	0	9 [1]	0	7 [3]	1	4 (1)	3 [2]	1

Cases in care recipients [recovered] (deaths)

Source: health.gov.au ~ 20/04/2020

BAROSSA CLUSTER

There are 39 confirmed cases linked to areas within the Barossa region including Tanunda, Nuriootpa, Williamstown, Angaston and Lyndoch.

Anyone in these areas from Saturday 14 March 2020 who develops symptoms should immediately self-isolate and be tested.

Travel in or out of these towns should now be limited and any non-essential travel within the region is discouraged. Anyone attending work should adhere to social distancing guidelines and working from home is encouraged.

Source: sahealth.sa.gov.au ~ 20/04/2020

CAN I STILL HAVE CONTACT WITH FRIENDS AND FAMILY?

The Australian Government is advising everyone to practise “social distancing”, which means less contact between you and other people to help slow the spread of the disease. If you are an older person (60+ years of age), you should consider limiting physical contact with other people, especially young children, and avoiding large groups of people. You may wish to limit your visitors to one or two people per day, and limit the duration of visits. This will help protect you and help stop the spread of disease.

It's possible that children and young people may be carriers of COVID-19 but show no symptoms, making it extremely difficult to tell if it's safe for them to visit an older relative.

These measures may be stressful for you and your loved ones. A chat over the phone, video call or email - rather than visits in person – is a good precaution and could help stop the spread of COVID-19.

Source: health.gov.au ~ 20/04/2020

HOME CONTINUOUS IMPROVEMENT UPDATE

- Buffet Breakfast renovations have been completed in Protea & Waratah. The buffet breakfast project will recommence following the end of the COVID pandemic.
- All staff members have had their Flu vaccinations completed, as per Australian Department of Health directive issued on the 23 March 2020: ALL Aged Care Workers from 1 May 2020 must have your influenza vaccination to work in or visit an aged care facility. While the flu vaccine cannot protect against COVID-19, it is possible to become ill with both influenza and COVID-19, which has the potential to cause severe outcomes including hospitalisation.
- All staff are currently undergoing several online COVID-19 training course, to keep us up to date and informed on correct procedures.
 - ◊ Infection Control Training
 - ◊ Personal Safety
 - ◊ Families & Visitors—Part 1 Residential Care & Part 2 In-Home Care
 - ◊ COVID!9 & Aged Care
 - ◊ Outbreak Management Procedures
 - ◊ Personal Protective Equipment (PPE)
 - ◊ Laundry
 - ◊ If you suspect a person has Coronavirus
 - ◊ Catering (coming soon)
 - ◊ Work in a Home Care Setting (coming soon)

COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

During March we received complaints about Residents Care (2) Cleaning (1) Food (3) Staff (2) Management & Communication (1) and have worked with the comment maker in resolving the concern to the comment makers satisfaction

Also during March we received compliments about Residents Care (3) Food (17) Other (1) Staff (9) Lifestyle (4) Customer Service (3) Maintenance (1) Wellbeing (2) and a total of 11 suggestions.

We really value this feedback and thank you for taking the time to communicate your thoughts, opinions and experiences with us.

We wish you a safe May & want to thank you from our hearts for all of your support and understanding.

Kim & Steph



Do you have a concern?

You can do something about it.
If you have a concern or feedback
about the aged care you or someone
else is receiving, you can talk to us.

1800 951 822
agedcarequality.gov.au

We encourage you to raise concerns with your service provider first. Your local contact within this service is:

Kim Hahn - People, Culture & Customer Service Manager
08 8563 7752 or kim.hahn@tlhome.com.au

Cherie Cheyne - Chief Finance Officer
08 8563 7768 or cherie.cheyne@tlhome.com.au

Lee Martin - Chief Executive Officer
08 8563 7733 or lee.martin@tlhome.com.au

If you can't resolve your concern with your service provider, you can contact the Aged Care Quality and Safety Commission

- Anyone can lodge a concern
- It is free
- You can be anonymous or confidential
- You can also give us feedback about the care you or someone else is receiving to help us when we check a service against quality standards
- Call us on 1800 951 822 or visit agedcarequality.gov.au for more information



Phone
1800 951 822



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City



Tanunda
Lutheran Home Inc.

Tanunda Lutheran Home supports your right to share compliments, suggestions, concerns or make a complaint.

- ◆ We welcome feedback and complaints as part of our commitment to provide a high-quality service.
- ◆ Tell us what we're doing well. We appreciate hearing from you.
- ◆ If you have a concern, we also want to hear from you.
- ◆ We understand the importance of resolving matters promptly within our service and aim to provide a welcoming environment for you to raise a concern or a complaint.
- ◆ We value open and timely communication. It benefits our ongoing relationship with you. We will work with you to address concerns and resolve issues.



TANUNDA
RETIREMENT LIVING

Share Your Experience



You can also contact The Aged Care Quality & Safety Commissioner on 1800 951 822 or National Aged care Advocacy line on 1800 700 600. If you are deaf or have a hearing or speech impairment: call 1800 555 677 (National Relay Service) and ask for 1800 951 822.

If you need an interpreter: call 131450 (Translation and interpreting service) and ask for 1800 951 822; if you don't want to raise your concern with management.

For any Feedback – Comment / Complaint or Compliment complete the Share your Experience form located all around the facility, or alternatively direct your feedback to one of the key personnel:

Customer Service - Kim Hahn

Executive People, Culture & Customer Service Manager

(Including Catering, kim.hahn@tlhome.com.au or Ph: 8563 7752

Food Service

WHS, Maintenance)

Clinical and Care - Lee Martin

Chief Executive Officer

(including Allied Health lee.martin@tlhome.com.au or Ph: 8563 7733

& Lifestyle)

Financial - Cherie Cheyne

Executive Chief Finance Officer

(Accommodation & cherie.cheyne@tlhome.com.au or Ph: 8563 7768

Fees/Bonds)