



MEDIA RELEASE

TO: RCH Residents, Family Members, ILU Residents and Staff

FROM: CEO – Tim Chia

DATE: 28 January 2022

COVID Update

Dear LHI Residents, Staff and Families

I write to advise that, after a challenging period, both our Glynde and Hope Valley RCHs have officially come out of lockdown. Residents in both our villages would have noticed with the lockdown ending in the community, many of the services have recommenced. This is wonderful news for our residents and staff, who have been instrumental in keeping our residents safe. The dedication and commitment shown by our staff is sincerely appreciated by both Management and Board, and we will be formally recognising those who have gone above and beyond in delivering care to our residents in recent weeks.

Our internal COVID Management Committee continues to meet regularly to discuss the changing guidelines and expectations of government to ensure that we are operating at a level of best practice. Further, and to this end, we have also engaged an international quality management consulting firm to provide ongoing review of our COVID Management Plans for all service delivery areas.

As we continue to operate in an environment of uncertainty, it is crucial for us to appropriately manage risk. LHI has implemented a number of measures in addition to basic guidelines around COVID management; these include for example, the ongoing use of N95 masks and face shields even when facilities are not in lockdown, as well as a range of other standard operating procedures to minimise risk of transmission amongst staff.

Another critical example has been the contingency planning for meal service at our RCHs. As with many small to medium sized providers who manage in-house catering services, COVID represents a very real risk to the provision of meal service (should key kitchen personnel be affected). Our team has been working closely with a leading South Australian commercial caterer to put in place an on-call service to prepare and deliver to site ready-made meals for residents in the event of both of our kitchens being unable to operate due to COVID.

Our HR Team is also working hard to ensure that our recruitment and onboarding processes are fast-tracked where possible to support our RCHs as COVID continues to affect our staff. This is a sectorwide challenge, and we maintain close working relationships with both our counterparts/fellow aged care providers, and industry bodies to ensure that we are exploring all opportunities in this space.

We have also reviewed our RCH visiting guidelines in-line with the Industry Code for Visiting in Aged Care (22 December 2021). Infection control measures need to be balanced with the needs of residents for social lives, and respect for their rights to be in control of their own lives. The risks associated with infections must be balanced with the mental and physical health risks of residents not having access to visitors, especially close friends and family.

Further information regarding LHI's approach to visitors in the RCH will be sent to residents and families in the coming week.

Thank you to HCA, Medical HQ and Aspen Medical who recently operated a series of vaccination clinics to provide booster shots to our residents and staff. These took place across November, December and January at both of our sites.

I take this opportunity to encourage those within our wider community to book themselves in for a booster shot if they haven't already done so; it is a small part that we can play in protecting those around us.

I once again acknowledge our residents and families for their patience and understanding as we do our best to navigate these challenging times.

If you have any concerns or queries, please do not hesitate to contact your respective sites.

Tim Chia
Chief Executive Officer