



Tuesday 21 November 2023

Dear residents, relatives, and representatives,

This letter is to update you with the status at the House of Saint Hilarion – Seaton and with new visiting information for The Villa Saint Hilarion – Fulham.

I wish to thank all of our residents, families, and representatives, for the adherence to our COVID-19 precautionary measures. Unfortunately, as is reflective of the wider community, we have had COVID-19 enter our Seaton site.

I would like to take this opportunity to inform you that there has been a spike in COVID-19 community cases detected in this last week and for everyone to be especially vigilant at this time. If you have symptoms, it is extremely important to get tested immediately, do not come to the facility, and stay at home until you feel well. This is to protect your loved one and the wider resident group.

When you, or someone in your household has COVID-19, or you have spent a significant amount of time with a person outside your household who tests positive, you must not enter the facility for 7-days and until you no longer have symptoms. Whilst there is freedom in the community to move around, that is not the case within a residential aged care setting. It is vital that we all work together to keep our residents safe.

Seaton Phone Lines.

The Seaton phone lines went down Friday 17 November 2023 evening after programmed IT system maintenance and reverted to old phone line programming. The phone lines were returned to full status by 12.30pm Saturday 18 November 2023.

I apologise for any inconvenience caused and have been reassured that all is as it should be moving forward.

COVID-19 Status at Seaton.

We now have 8 active COVID-19 positive case as of today, 6 in Mauve and 2 Orange both remaining Red Zones.

Yellow is now COVID-19 free and no longer a red zone.

We kindly ask that families and representatives continue to work together during this current outbreak when planning visits to their loved one. In order to keep everyone safe, we are asking that only **one visitor per resident per day** visit the facility at this time. Please be vigilant when entering the facility and work with our staff.

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All staff and visitors will be required to wear a N95 masks across the facility and any persons (including visitors) entering a Red Zone may be instructed by staff to wear full Personal Protective Equipment (PPE).

COVID-19 Status at Fulham.

There are no known active COVID-19 cases at the Fulham facility.

As a precautionary measure based on community outbreak, from today our Fulham staff and any other person entering the facility, **must wear a surgical mask**. This is done to offer an extra layer of protection in keeping our residents as safe as possible.

What does this mean for visitors at Seaton and Fulham?

- All visitors must:
 - sanitise their hands and do so regularly,
 - complete a RAT, and
 - wear a mask.
- Sign in using Loop learn.
- Sanitise hands again before going beyond the reception area.
- **If you are entering a Seaton Red Zone, please only visit your loved one in their room where possible and avoid any communal area.**

What does this mean for staff?

We continue to minimise the potential for any further infection in several ways.

- All Staff will be completing Rapid Antigen Tests daily before commencing their shift.
- Seaton Staff will wear a D95 mask and wear additional PPE before entering the Red Zone.
- Fulham Staff will wear a surgical mask as a precautionary measure.
- We understand that residents living in the Yellow and Mauve Unit may choose not to or be able to remain in their room. With this in mind, we have arranged for additional daily cleaning in all areas to ensure the residents are kept safe.
- Nurses will continue to assess each resident daily for any COVID-19 symptoms.
- Continued emotional and spiritual support.
- Leisure and Lifestyle staff members will continue to be rostered every day to provide as many activities as possible and visit people regularly to ensure they are not feeling isolated.

Our Commitment

The entire team of Saint Hilarion is doing their absolute best to control the transmission of COVID-19. We thank you for cooperation to ensure the health and wellbeing of all residents, visitors, and staff.

PLEASE BE KIND TO OUR STAFF. THEY ARE DOING THEIR BEST TO KEEP EVERYBODY SAFE.

We ask for your patience as you enter the Seaton facility and to respect the request for **one visitor per resident per day**. It is for the health and wellbeing of all concerned including your own. Rest assured we will keep you updated as information comes to hand. If you have special needs and wish to discuss visiting further, you are encouraged to contact our clinical nurses for support and advice.

As always, for any general enquiries we encourage you to contact us by phoning 08 8409 1500 or emailing admin@sainthilarion.asn.au.

Yours sincerely,



Vincenzo Libri
CEO