



Wednesday 26 June 2024

Dear residents, relatives, and representatives,

This letter is to update you with the status at the House of Saint Hilarion – Seaton, and Villa Saint Hilarion – Fulham.

This letter has several pieces of information,

1. [Telstra Catastrophic IT Failure](#)
2. [COVID-19 & Influenza Status at Seaton](#)
3. [COVID-19 & Influenza Status at Fulham](#)

COVID-19 is everywhere!

Please be aware that there are significant COVID-19 and Influenza numbers within the community. Please remain vigilant when you, or someone in your household has COVID-19 or Influenza, 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.

If you, or any one of your loved one's visitors has returned a positive COVID-19 test please let our staff at reception know. It is critical that we ensure your loved one is safe with additional observations for their wellbeing and the wellbeing of all at Saint Hilarion Aged Care.

Telstra Catastrophic IT Failure

The Society of Saint Hilarion Aged Care experienced a significant IT failure as a consequence of a catastrophic failure of a Telstra data array in Clayton Victoria on Sunday 2 June 2024. This failure has severely impacted our ability to conduct essential business operations, including communication, data management, and telephony systems. Whilst most functionality has returned there are some glitches that remain, including the ability to email and SMS residents, clients, and their families. We expect this to be rectified over the coming weeks. Please keep an eye out at reception for any update letters whilst we work with our IT partners to get our systems back to 100%.

RSV and Shingles Vaccine

There has been a delay in administering RSV and Shingles vaccines for those who gave consent due to a shortage. Our GP will administer vaccines as they become available.

House of St Hilarion

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Seaton SA 5023
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Villa St Hilarion

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Fulham SA 5024
Tel: (08) 8235 9055
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Community Services

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Tel: (08) 8409 1500
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COVID-19 & Influenza Status at Seaton.

We have two COVID-19 positive cases in our Orange Unit who are currently isolating where possible. We also have one case of Influenza A in the Blue Unit. Staff are closely monitoring all residents for symptoms.

COVID-19 & Influenza Status at Fulham.

We have no known COVID-19 cases at Fulham.

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 and/or PPE where required.
- Sign in using Loop learn.
- Sanitise hands again before going beyond the reception area.
- There are no restrictions on visitor numbers at this time.

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 facilities. 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, emailing admin@sainthilarion.asn.au or visiting our website <https://sainthilarion.asn.au/news/covid-19-updates/> for latest updates.

Yours sincerely,



Vincenzo Libri
CEO