

What happens if someone tests positive for COVID-19 at Liscombe House?

We have an emergency management plan in place, which is triggered if there is a confirmed case at Liscombe House. We will go into lockdown as an immediate action as per our standard infection outbreak processes for viral outbreaks.

The site will be supported by a central response team led by the Executive Leadership Team. This team is supported by clinical experts to manage and minimise the risk of spread of the outbreak.

There is also a communication plan in place to ensure residents, families, team members and those impacted are provided with the right information at the right time, and as soon as practical.

Throughout this period, we work in tandem with, and be guided by, the Department of Health and Human Services.

What if my loved one contracts coronavirus?

We will continue to treat your loved one with the same care and respect as always. Personal protective equipment is worn by our team to control the spread of the virus to themselves or other people. If required, your loved one may be transferred to hospital to receive medical treatment. This is assessed on a case by case basis.

Your loved one will be kept in isolation in their room while infectious.

You will be kept informed about your loved one by our Director of Nursing or one of our Clinical Care Coordinators.

Will we be able to have window visits during lockdown?

Unfortunately, we will not be able to supervise these as we need to limit movement around Liscombe House. However, we can and will organise skype and phone calls.

I am worried about my loved one even though they do not have the virus. I know you will be busy but who can I ring?

Firstly, whether your loved one has been diagnosed with COVID-19 or not, we will be providing daily updates via email.

Secondly, please ring Reception on (03) 9433 1100 and we will get back to you as soon as we can.

What happens if there is lockdown but my loved one does not have the virus?

The likely outcome will be that all residents will be confined to their room during the lockdown period. Meals will be delivered to resident rooms and activities will continue on a one on one basis.

What if there is COVID-19 locally?

We will take advice from the DHHS about whether we need to go into lockdown for preventative reasons. We will update you via email as soon as we know.

My loved one is at end of life care can I visit even in lockdown?

Yes, you can but you will need to wear PPE – which we will provide - and follow all the advice that we give you. Up to two people will be able to visit at any one time.

What is being done now by Liscombe House to protect residents and its team members?

We are well trained in infection control and already have procedures in place to manage infectious illnesses. We have put in place additional measures to ensure we continue to minimise the risks to our community from COVID-19. These preventative actions include:

- asking the COVID-19 case definition questions and taking a temperature check of every person who enters Liscombe House
- ensuring everyone who enters signs a form verifying they do not meet the case definition. This includes staff, visitors, contractors, supplier and volunteers
- checking evidence that each person has had the flu vaccination or has a medical exemption
- managing visits into Liscombe House and across the wings to prevent cross-contamination.
- enforcing social distancing between all people

We are also:

- following the Department of Health Guidelines and are in close contact with expert advisers to stay updated on coronavirus and how we can best respond

In addition

- We have written to everyone who works with us (i.e. agencies, casuals, volunteers, students, contractors and consultants) about our strict requirements on self-isolation and expectations around proper hand hygiene and use of personal protective equipment (PPE)
- We are following a Crisis Management Framework, with strong procedures in place to support any confirmed case of COVID-19
- We are increasing our already robust infection control measures and providing refresher training for everyone who makes up our workforce
- We are providing every staff member with additional training and Infection Control and Outbreak Toolkit talks
- We are providing regular communications to all stakeholders.

If I cannot come into Liscombe House, what other options are there?

We can support you to stay in touch through a range of services. We hope that these will help reduce any concern you and your loved one may be experiencing.

- You can email keepingintouch@ocav.com.au and we can pass messages on.

- If your family member has a mobile phone or an in-room phone, you can call them directly.
- We have devices with Skype installed on them, so you can video call with residents. Please email keepingintouch@ocav.com.au with Booking Skype so they can schedule a time with you and your loved one.