

Restricting physical access into Liscombe House.

- We are restricting physical access to Liscombe House from Thursday 9 July for six weeks as a precautionary measure. This is to reduce the risk of spread of this highly contagious virus. We are aware that some of you live in regional Victoria which is not subject to the lockdown but believe that it is in the best interests of everyone – including yourselves – that the restricted access includes all family members.
- Window visits will remain and will need to be booked via keepingintouch@ocav.com.au with the subject line marked Window Visits. See below for further details.
- We are pleased to be able to arrange skype calls, phone calls and zoom meetings, or please feel free to ring your loved ones directly. If you want to organise something please book via keepingintouch@ocav.com.au with the subject line marked Skype/ Phone calls.
- If you have a phone or ipad that you would like to drop off to Liscombe House, please feel free to do so. Please clearly mark it with your loved one's name, and upload any software that is needed. We will clean it and give it to your loved one. We will help anyone with a call.
- Flowers, cards: please drop these off in the box outside Liscombe House and again, clearly mark them with your loved one's name. We will not be quarantining them

Rebooking appointments

Appointments that are in place for Wednesday 8 July will still go ahead.

One of our keeping in touch team will be in contact with those of you who have booked for Thursday and onwards to rearrange times either for window visits or skype/ phone/ zoom calls.

Window visits

Window visits will be available on Monday, Tuesday, Thursday, Friday from 10am to 12noon and 1pm to 3pm; not Wednesday or weekends.

Children under the age of 16 can attend window visits.

Food for your loved one:

Please place in the box outside Liscombe House. Please do NOT bring in homemade food. Chocolates and pre-packaged food are fine but you will need to sign the form detailing what the food is and for whom. This is in line with our food safety requirements.

End of life care

A maximum of two visitors will be allowed in at a time. Frequency and length of visits will be driven by what is needed by the resident to die with dignity and comfort. All precautionary measures – temperature checking, flu vaccination proof, continue.

Can residents leave for medical appointments?

We actively encourage telehealth consultations, whether over the phone or via a video link. We understand this may not be possible always but please ring us first if you are making any appointments for your loved one. On return to Liscombe House, we will actively monitor the resident for symptoms.

Thank you

We thank you all for your understanding and support during these unprecedented difficult times. The team is so appreciative of your positive feedback on what we are doing so please continue to send your comments through. The situation changes day by day but we can assure you your loved ones are being well looked after. Please, if you have any concerns, email us directly on covid19responseteam@ocav.com.au.

We will send another update to give you some insight into what would happen in the event of a positive case being declared inside Liscombe House.

Stay safe, stay at home, keep washing your hands and keep 1.5metres apart. We wish you all well as we all work together to combat COVID-19..

With kind regards

Phillip Wohlers, CEO

Shaaron Robilliard, Director of Nursing