

20 April 2020

Dear Home Care Clients, Families and Visitors

Firstly thank you for your cooperation and understanding of the many changes that COVID-19 has brought about in the way you receive your care and services from Crowley Home Care.

Your safety during this time is paramount and adherence to these government directives by everyone increases our chance of keeping the virus at bay. Initiatives such as calling ahead are designed for this purpose.

Calling Ahead

For some weeks now we have been 'calling ahead' of our client visits to ensure clients are well and it is safe for staff to visit. If any client is unwell, staff call the office to advise them. If the service proceeds, staff will wear appropriate personal protective equipment. If the client has a cough or flu like symptoms, staff will request clients to put on a mask prior to the staff entering so they can be safely cared for.

Fluvax

It is also very important that we highlight the importance of clients being vaccinated against influenza, where their health permits them to do so.

From 1 May 2020 the federal government announced that all staff and people entering residential aged care facilities must be vaccinated. Crowley Home Care staff will also be required to be vaccinated. This has been introduced due to COVID-19 and the high vulnerability of older persons in our residential care, independent living and home care community.

Anzac Day 25 April

To commemorate Anzac Day this year we will have displays including the Australian Flag and wreaths in both the residential care facility and Independent Living.

To support our community clients, many of whom are Veterans, on this special day Crowley staff will be delivering a small memento in recognition. Please know we are thinking of you all at this time and the significant contribution you and your families have made to this wonderful country.

We are also participating in the local community commemoration on Paradise FM and encourage all clients to join us. At 5.55am clients are encouraged to stand at their front/rear doors to hear the Reveille at 6.00am followed by the Last Post and one minute's silence.

Interim COVID-19 Care Plans

The current situation with COVID-19 has changed the services we can deliver and the way in which we can deliver them. Many of these changes were outlined in our communication of 26 March including restricting services to 1 hour and unaccompanied shopping.

These restrictions have required our Home Care Team to quickly review every Home Care client's care and service plan and budget, hence us renaming these Interim COVID-19 Care Plans.

Now as we move further into this 'new normal' the team are looking again at how we can further develop these plans to ensure every client receives the services they need to keep them well and safe at this time.

We have a number of different services that make up our home care service and each with specific guidelines and level of planning and engagement. These include Veterans services, Home Care packages, CHSP meal services and others. During this time of COVID-19 government agencies have also reviewed how services can be delivered differently, for example DVA has approved some Veterans Home Nursing clinical reviews to be attended by phone. If you are unsure of what your service includes contact Crowley.

Wellness Calls

Regular Wellness calls have started for our Home Care clients as a part of their Home Care Package. The feedback has been wonderful with staff checking in resulting in lots of laughter, a wonderful uplifting experience for our residents, clients and staff.

The calls are designed to ensure every client and their carer has the support they need, in whatever form that may take, at this very unusual time.

Staying Connected

We are in the process of developing a program to assist our home care clients to stay connected. More information on this will come shortly...

Crowley Meal Service

And just a quick reminder about the Crowley Meal Service. We are here for you and have had many new clients take up this service over the past few weeks. If you would like to find out more and how you can access this service please call Crowley on 1300 139 099.

I wish you all our best wishes from all of our staff and the entire Crowley Family. Thank you for continuing to work with Crowley and our community staff in keeping you well cared for and safe.

Warm regards



Michael Penhey
CHIEF EXECUTIVE OFFICER