

16 June 2023

Dear Residential Care residents, families and visitors

Further to my previous communication, I wanted to update you on the COVID-19 outbreak in Serpentine wing.

Our routine testing of Serpentine residents has identified further positive cases. All are currently isolating in their rooms while receiving care from our clinical team. Their families have been contacted and are being kept up to date with regular contact from care staff.

All other residents of Serpentine may continue to move about the wing freely and receive visitors, both in-room and in the plaza.

We do recommend plaza visits where possible as not only does this lower the risk to those visiting but they are a welcome break for those of our residents who are unable to move about the facility as normal.

Anyone choosing to enter Serpentine wing will be advised on the required PPE on arrival.

For now, our testing regime continues and I will keep you informed of further developments.

Kind regards

A handwritten signature in blue ink, appearing to read "Michael Penhey".

Michael Penhey
CHIEF EXECUTIVE OFFICER