



**Australian Government**

**Department of Health**

# **RESIDENTIAL AGED CARE**

# **COVID-19 WEBINAR**

Friday 8 May 2020

4.00pm AEST





# RESIDENTIAL AGED CARE COVID-19

## 1. JANET ANDERSON

Aged Care Quality and  
Safety Commissioner

## 2. ANDREW KINKADE

Catholic Healthcare

## 3. AMY LAFFAN

Acting First Assistant  
Secretary

## 4. MICHAEL LYE

Deputy Secretary

## 5. ALISON MCMILLAN

Chief Nurse and Midwifery  
Officer

## 6. LISA PETERSON

State Manager NSW and ACT

## 7. NICOLE SMITH

Aspen Medical

A webinar for residential aged care providers and their staff, on **COVID-19 preparedness and prevention**. It will include discussion on:

- Preparing for outbreaks
- When an outbreak is suspected or confirmed
- Declaring an outbreak over





# RESIDENTIAL AGED CARE COVID-19

## WELCOME AND HOUSEKEEPING

Amy Laffan, Acting First Assistant Secretary, Department of Health

1. Enlarge to view full screen
  2. Q&A to send questions
  3. View slides
- Any further technical support email: [audiovisual@dese.gov.au](mailto:audiovisual@dese.gov.au)

The screenshot shows a webinar interface. At the top left is the Australian Government Department of Health logo. The main content area is divided into three sections: a video player (labeled 1), a live chat area (labeled 2), and a slides area (labeled 3). The video player shows a panel of speakers on a stage. The live chat area contains a text input field and a message: "The event is now live. Waiting for the writer to provide content...". The slides area shows a slide titled "Increasing Checks in Home Care - Decker Embedding Support". Below the video player, the title "My Aged Care operational update" is displayed, along with the date "31 October 2017", time "2:00 pm (Australia/Sydney UTC+11:00)", and duration "02:00". A poll question "1. Participant Category" is visible with a radio button option for "Assessor".





# RESIDENTIAL AGED CARE COVID-19

## OPENING ADDRESS

Michael Lye, Deputy Secretary, Department of Health

- Information regarding the COVID-19 pandemic is continually evolving, so please ensure that you regularly review the information at the [Australian Government Department of Health](#), as well as your [local state or territory health department](#).
- [Subscribe](#) to COVID-19 newsletter, '**Protecting Older Australians**' to stay up to date with changes.

### PROTECTING OLDER AUSTRALIANS COVID-19 UPDATE



Good evening

Today's newsletter recaps all of the workforce support measures and financial assistance available to you if your service is affected by COVID-19

Minister Colbeck has released information about work the Government is doing to assist Senior Australians to access personal monitoring technology during self-isolation.

There is more information about the new Older Person's COVID-19 Support Line and we encourage you to promote this service through your networks.

As always, many thanks to you and your teams for your continued support to protect older Australians.

#### In this edition

What's new:





# RESIDENTIAL AGED CARE COVID-19

## COVID-19 PREPAREDNESS AND PREVENTION

Alison McMillan, Chief Nursing and Midwifery Officer,  
Department of Health

- All aged care facilities should have prepared their **Outbreak Management Plan.**
- Review the checklist in the CDNA Guidelines
  - [Coronavirus Disease 2019 \(COVID-19\) Outbreaks in Residential Aged Care Facilities](#)

Appendix 8. COVID-19 Outbreak Management Checklist

	☑
<b>Identify</b>	
Identify if your facility has an outbreak using the definition in the guideline	
<b>Implement infection control measures</b>	
Isolate / cohort ill residents	
Implement contact and droplet precautions	
Provide PPE outside room	
Display sign outside room	
Exclude ill staff until symptom free (or if confirmed cases of COVID-19, until they meet the release from isolation criteria)	
Reinforce standard precautions (hand hygiene, cough etiquette) throughout facility	
Display outbreak signage at entrances to facility	
Increase frequency of environmental cleaning (minimum twice daily)	
<b>Collect respiratory specimens</b>	
Collect appropriate respiratory specimens from ill residents or staff	
<b>Notify</b>	
The state/territory Department of Health and Human Services	
Contact the GPs of ill residents for review	
Provide the outbreak letter to all residents' GP's	
Inform families and all staff of outbreak	
<b>Restrict</b>	
Restrict movement of staff between areas of facility	
Avoid resident transfers if possible	
Restrict ill visitors where practical	
Cancel non-essential group activities during the outbreak period	
<b>Monitor</b>	
Monitor outbreak progress through increased observation of residents for fever and/or acute respiratory illness	
Update the case list daily at the facility and provide to the public health unit daily	
Add positive and negative test results to case list	





# RESIDENTIAL AGED CARE COVID-19

## COVID-19 PREPAREDNESS AND PREVENTION

- Providers should:
  - ✓ Ensure all staff are vaccinated against **influenza**
  - ✓ Make **staffing** contingency plans
  - ✓ Deliver training on **infection control** and use of **Personal Protective Equipment** (PPE)
  - ✓ encourage frequent **hand hygiene**
  - ✓ display signage on infection control
  - ✓ check levels of consumables, such as PPE, hand hygiene products, cleaning supplies, nose and throat swabs, oxygen supplies and medications





# RESIDENTIAL AGED CARE COVID-19

## COVID-19 PREPAREDNESS AND PREVENTION

- Providers should:
  - ✓ Encourage GPs to vaccinate all residents against **influenza**
  - ✓ Record **baseline observations** for all residents, including temperature, blood pressure, heart rate, pulse oximetry/ oxygen saturation and respiratory rate
  - ✓ **Monitor** observations regularly and monitor residents for new onset **respiratory symptoms** and **behavioural changes**
  - ✓ Seek **clinical review** for any changes in baseline observations or behaviour





# RESIDENTIAL AGED CARE COVID-19

## COVID-19 PREPAREDNESS AND PREVENTION

- Workers must:
  - ✓ **Stay home when unwell** even if your symptoms are mild
  - ✓ Be vaccinated against **influenza**
  - ✓ Perform **hand hygiene** using soap and water or alcohol-based hand sanitiser
  - ✓ Learn how and when to use **PPE**
  - ✓ Practice **cough etiquette** and **respiratory hygiene**
  - ✓ Keep **1.5 metres away** from residents when not providing direct care and instruct visitors to do the same





Australian Government  
Department of Health

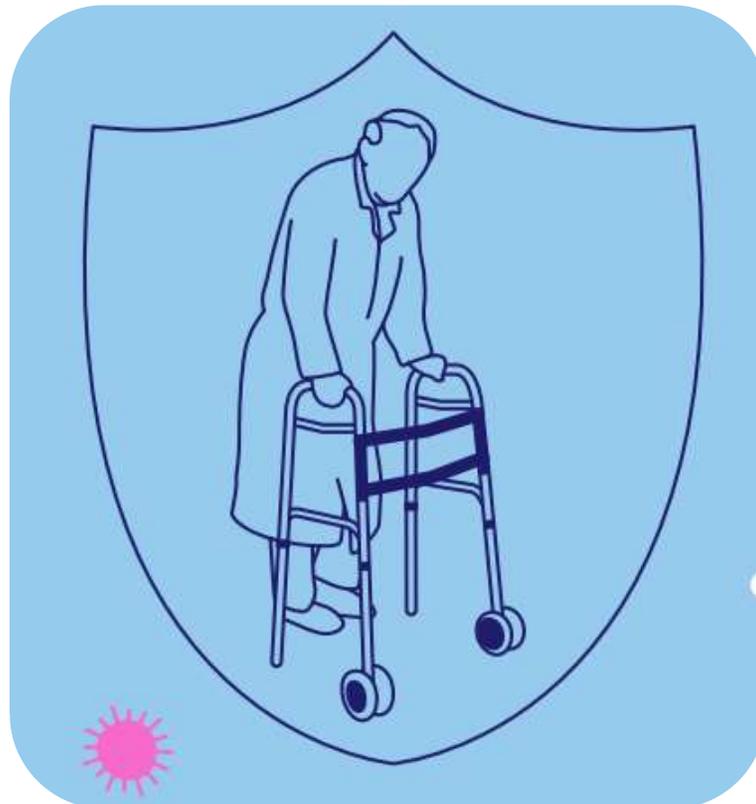
Coronavirus  
(COVID-19)

# RESIDENTIAL AGED CARE COVID-19

## PREPARING FOR A COVID-19 OUTBREAK – TOP TIPS FROM ASPEN



Ms Nicole Smith, Nurse First Responder, Aspen Medical





# RESIDENTIAL AGED CARE COVID-19

## THE COMMISSION'S EXPECTATIONS OF PROVIDERS

Ms Janet Anderson PSM, Commissioner, Aged Care Quality and Safety Commission

- The Australian Government has put **restrictions** in place to protect residents and workers in residential aged care facilities. The following people will not be permitted entry to residential aged care facilities:
  - People who have returned from **overseas in the last 14 days**
  - People who have been in contact with a **confirmed case of COVID-19** in the last 14 days
  - People with **fever or symptoms of acute respiratory infection** (e.g. cough, sore throat, runny nose, shortness of breath)
  - People who do not have an up-to-date (i.e. 2020) **influenza vaccination**
  - **Children** aged 16 years and under.



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## THE COMMISSION'S EXPECTATIONS OF PROVIDERS

- Providers must continue to support safe, quality care for aged care consumers. This includes the need to:
  - Practice ongoing **communication** residents and families
  - Put in place arrangements to support residents to **stay in contact** with families, friends and loved ones
  - Continue to **deliver safe, quality care** to residents during the visitor restrictions
- See the Commission's [website](#) for further information.





# RESIDENTIAL AGED CARE COVID-19

## AGED CARE VISITOR ACCESS CODE

- An **Aged Care Visitor Access Code** aims to apply a compassionate and nationally consistent visitor policy to residential aged care homes.
- The draft Code was released for public consultation on 2 May 2020 by consumer advocacy organisations and aged care provider peak bodies.
- It's anticipated that the Code will be finalised by **Monday 11 May 2020**.
- The Code will be **reviewed** four weeks after its implementation to provide opportunity to adjust any implementation issues that may have arisen. At that time a further review date will be agreed.





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## WHEN AN OUTBREAK IS SUSPECTED OR CONFIRMED

Ms Lisa Peterson, State Manager NSW and ACT, Department of Health

- If an outbreak is suspected, providers must immediately notify their [Public Health Unit \(PHU\)](#), and the [Commonwealth Department of Health](#).
- PHU is responsible for responding to outbreaks, and working with the provider to manage the outbreak e.g. testing, contact tracing etc.
- Department of Health takes a case management approach.
- We will work with the provider to support and broker any additional supports that may be required. E.g. in-reach pathology testing, PPE, and workforce assistance.



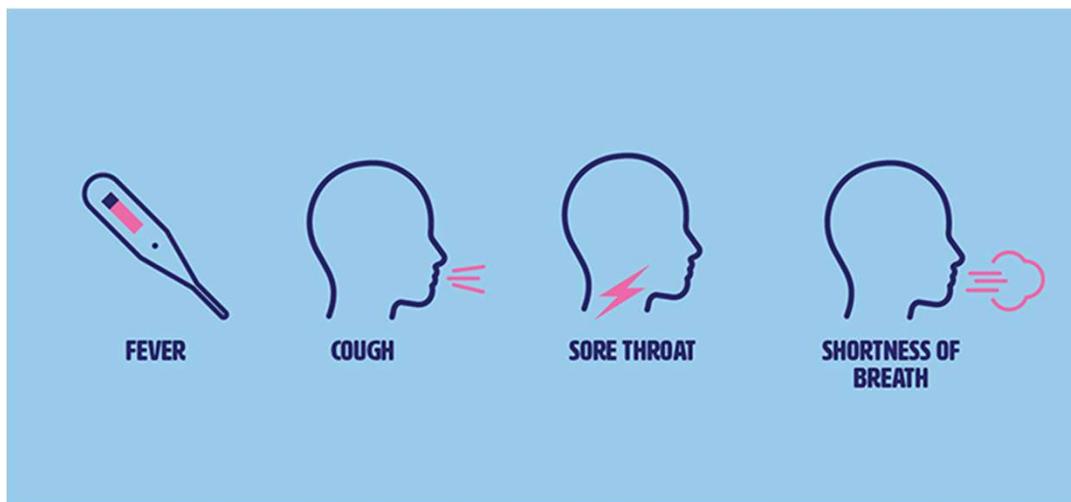


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## LESSONS LEARNT

Mr Andrew Kinkade, General Manager Residential Care, Catholic Healthcare

- Top 5 lessons learnt on preparing for, and managing a COVID-19 outbreak in residential aged care.





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## DECLARING THE OUTBREAK OVER

Ms Alison McMillan, Chief Nursing and Midwifery Officer,  
Department of Health

- A COVID-19 outbreak can be declared over if **no new cases occur within 14 days** (maximum incubation period) following the date of isolation of the case.
- A decision to declare the outbreak over should be made by the **outbreak management team**, in consultation with the **PHU**.





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## QUESTIONS AND ANSWERS



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# RESIDENTIAL AGED CARE COVID-19

## NEXT STEPS

Mr Michael Lye, Deputy Secretary, Department of Health

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- [Subscribe](#) to COVID-19 newsletter, '**Protecting Older Australians**' to stay up to date with changes.
- Review the latest [updates](#) from the Aged Care Quality and Safety Commission.
- Complete the online [COVID-19 training](#).

