



# COVID-19 UPDATE

(Novel Coronavirus) - 22 August 2022

Dear residents and family members,

I write to provide you with an update on the current COVID-19 situation at May Noonan Centre after the home recorded 18 positive COVID-19 cases.

I want to reassure our residents and families that all residents with COVID-19 continue to have their social and care needs met, have anti-viral medication and continue to display only minor symptoms. We continue to closely monitor their condition and anticipate the isolation period to end on Wednesday 24 August 2022.

As always, we remain focused on providing quality care to our residents – your loved ones – and supporting our dedicated staff. We are working closely with the Public Health Unit and are grateful for the support by South West Healthcare and Terang & Mortlake Health Service, who have provided additional staffing resources to address the challenges we face.

We are also grateful to the Commonwealth and State Governments, who have provided a surge workforce to assist our team.

A complete and thorough cleaning process has been undertaken, and all affected residents continue to mingle and socialise within appropriate living and dining areas. Lyndoch Living continues to strictly use Personal Protective Equipment (PPE) to minimise the risk of infection.

As a consequence of this outbreak, Lyndoch Living has been notified by the Aged Care Quality and Safety Commission (the Commission) that it has issued a Notice to Agree (NTA) regarding non-compliance with our responsibilities under the Aged Care Act.

Any notice from the Commission is deeply concerning. The Board and senior management of Lyndoch Living have agreed to the NTA and we are working to rectify all concerns identified by the Commission, including appointing a clinical adviser by 5pm today to provide advice and support on the situation.

From the 17 non-compliance requirements under the eight standards originally flagged as areas of concern by the Commission, Lyndoch Living has successfully managed to resolve all but two requirements and is working closely with experts to ensure it is compliant as quickly as possible.

While we are attempting to contact all primary contacts of the affected residents daily by phone, it is important to us that the families of our residents know how to get in touch regarding the health of their loved ones. Families of May Noonan Centres residents can contact the Centre on (03) 5557 8888 for more information.

As the nominated primary contact, we respectfully ask you to share this information with other family members and friends.

For additional support, the OPAN (Older Persons Advocacy Network) website has a range of support resources and information that may help <https://opan.org.au/>

We will continue to update you and the community.

Kind regards,

**Jamie Brennan**  
**Acting CEO**

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