



## Letter to residents and families

### Update on the regulatory action in respect of St Basil's Home for the Aged in Victoria

I understand that the past several weeks since the outbreak of COVID-19 at St Basil's Home for the Aged have been extremely difficult for you as residents and family members. During that time, Commission staff have been working with the facility's management to ensure that residents can return to a safe environment as soon as possible. The purpose of this letter is to provide you with an update on that work.

The timing of residents' return to St Basil's depends on the Commission being satisfied that the facility is compliant with the Aged Care Quality Standards and is capable and ready to provide safe, quality care and services.

The independent adviser appointed by St Basil's in accordance with the Commission's regulatory action is working closely with the facility's management to get everything ready.

The Commission undertook an infection control monitoring visit at St Basil's on Thursday 6 August 2020 and again on Tuesday 18 August 2020 to assess the service's preparations. We will visit the service again early this week before we agree to the return of residents to the service.

In relation to the St Basil's workforce, all staff are required to receive two successive negative test results before they can return to work. I understand that over 80 staff have now been cleared and that number will continue to grow in coming days. Immediately on returning to the workplace, staff will be offered additional training in infection prevention and control to boost everyone's confidence in the care provided to St Basil's residents.

Once the Commission is satisfied in relation to all of the issues outlined above, St Basil's will be responsible for communicating with residents and their families about the timing of individual residents' return to the facility.

I am aware that a number of you – and particularly where a St Basil's resident is currently in hospital – are being supported by the Older Persons Advocacy Network (OPAN) as you work through your next steps. OPAN is available on **1800 700 600** if you would like some help. If you have specific concerns or complaints about St Basil's, you can contact the Commission via our website at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) or by calling 1800 951 822.

Yours sincerely

*J. M. Anderson*

Janet Anderson PSM  
Commissioner

24 August 2020