

Visiting hours currently 9am to 11am and 1pm to 4pm every day including weekends and public holidays

Dear residents and representatives,

This week has certainly given us a taste of the winter to come with some very cold nights. A great time to start turning our minds to indoor activities gathered around the heater!

We remind everyone that the SA Government requirement is that 2021 flu vaccinations must be obtained by no later than 31st May in order to enter aged care. We therefore ask all family members and visitors to again this year provide a copy of their flu vaccination certificate to us by that date. Persons seeking entry from 1st June who are over 6 months of age and who do not have a flu vaccination certificate (or a letter from their GP documenting a valid medical exemption) will not be allowed to enter our premises. For those of you who still have their visitors card from 2020, please bring it with you when you provide proof of vaccination and we will update your card at the same time.

We are also still planning for the final COVID 19 vaccination for residents on Friday 30th of April. We are yet to have final confirmation of the date and time from the provider. We will provide this to you next week once we receive that confirmation.

Boneham has now received our formal notice that our 3 yearly Aged Care accreditation is due on 11th November this year. We are required to lodge our self-assessment with the Aged Care Quality and Safety Commission by 20th of May. The Commission will then send a team of assessors to make an unannounced visit to us sometime in the months prior to the 11th of November to verify that we are operating a safe home in accordance with the aged care quality standards.

As part of the re-accreditation process, the Aged Care Quality and Safety Commission are keen to hear from residents and their representatives about the care we are providing them at Boneham. We attach their information sheet which details how you can complete a survey to inform the Commission about your views of the quality of services we provide. We encourage you to take the time to complete this survey and let them know your views of our services and whether they are adequate or require more work.

When the assessors eventually arrive on-site for their unannounced visit, we will advise all of you at the time to give you an opportunity to speak to the assessors in person.

In the interim, we remind you that you can also directly inform us of any feedback or concerns you have, either by replying to this email or by completing the attached feedback brochure and returning it to us via email, mail, handing it in to reception, or placing it into the feedback box at our main entry.

We thank you all for your continued support

Kind regards

Michael Filsell (CEO BACS)