

North Rockhampton Nursing Home COVID-19 response

Situation Summary

- Index case staff member confirmed COVID-19 positive on evening of 14 May 2020
- 115 residents across 3 wings with 149 staff
- 39 close contact residents identified in 1 wing / 36 close contact NRNH staff identified in 1 wing
- Outbreak Management response immediately initiated 14 May
- Baseline testing of all 149 staff
- Day 1, 4, 8, 12 testing all 115 residents
- Relocation of residents internally, externally to private partnering facilities and acute admissions.
- No further COVID-19 confirmed cases
- Outbreak declared closed 15 days later on 29 May by CHO



Person Centred Care & Communication

Family Support Team (FaST)

- ✓ Rapid response
 - ✓ **Decision to mobilise a family support team**
- ✓ Skill Mix - Get it right
- ✓ Relationship and trust building
 - ✓ **Consistent, purposeful, transparent information**
- ✓ Timeliness and availability
 - ✓ **Be flexible**
 - ✓ **On call / 24 hour support**



Cultural / Family Considerations

- ✓ Access to local knowledge
- ✓ Interpreter services and support
- ✓ Specific family arrangements
 - ✓ Co location of couples

Operational / Equipment Considerations

- Understanding of FaST role vs Clinical queries
- 24/7 access – On-call FaST team member allocated
- Daily morning huddle – all parties
- Virtual Visits – iPad initiative

Looking back – lessons learnt

- Selection of roles and skill mix
 - get this right, early
- Staff preparedness
 - Psychological first aid to deal with an elevated situation – particularly for re-deployed staff on the ground
 - The better support the team receive will provide for better care to residents
- NOK Contact lists
 - Phone contact list - maintain it!
 - Plan equipment that is needed – iPads, phones for team to use (current technology)
- Scripting – be flexible