



SheppartonVillages

Enriching the Lives of the People in Our Care

Pandemic Declaration Accountability and Oversight Committee -The Impact of the Pandemic Orders at Shepparton Villages

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About Shepparton Villages (SRV)

- Community owned not for profit aged care organisation
- SRV operates from three locations in Shepparton, Kialla & Mooroopna
- SRV delivers Residential Care, Support at Home and Retirement Living Services
- SRV is home to approximately 700 older people
- Four Aged Care Homes (340 beds) & 270 Independent Living Units
- 500 Staff & 100 Volunteers
- Third largest employer in the Shepparton Local Government Area
- Largest standalone regional aged care provider in Victoria

Overall Impacts of the Pandemic on SRV & Its People

- Residents and Families
- Workforce
- Constant Need to Manage Risks
- Organisational Sustainability & Resources

Voices of SRV Residents – How Lockdowns Made Them Feel

- *‘I would rather be dead than be put through another lock down, my end of life was never meant to be like this!’*
- *‘Felt like I was in jail, I felt miserable’*
- *‘Cut off from my family’*
- *‘Had my choices taken away’*
- *‘I thought I was going to go crazy, it was frightening’*
- *‘Lonely, was so I isolated!’*
- *‘It felt like no one cared, we didn’t have a voice, we were shut in our rooms like little children. I’ve watched my health deteriorate due the stress and I just want to die.’*
- *‘It was so isolating; I have noticed after my stroke my talking has deteriorated because I wasn’t seeing or speaking to any except the carers when they popped in. My ability to think of conversation is no longer there.’*
- *‘I was a voice for many, now they forget who I am, and I can’t speak for them, this breaks my heart to hear “all I want to do is die / chop me up I don’t want to be here!”. ‘*

Voices of SRV Residents – How Lockdowns Made Them Feel

- *'My human rights were impacted by the lockdowns'.*
- *'Very disappointed in the fact we had to be in lockdowns so frequently and confined to our bedrooms unable to exercise and attend activities. I understand why we were locked down but it could have been handled better just not sure how'.*
- *'The staff have been wonderful all through covid and the lockdowns, working short staff and wearing the gowns and shields. The shields and masks making it very hard to communicate, unable to hear or see expression from the staff. Didn't want to bother the staff to ask for anything extra as I always felt someone needed them or were waiting for them to assist'.*
- *'Lockdown wasn't pleasant. I felt down in mood and a bit sad at times. I couldn't walk around like I usually do so it affected my mobility and health a little. I walked around in my room everyday as best as I could'.*
- *'I missed seeing my family and friends. I was able to keep in touch with my family by phone'.*
- *'Lockdown wasn't ok, but I'm always very positive and look at the good side of things, so I think I coped better than some other people. I felt a little lonely at times but I often received phone calls from my family and I also called them'.*
- *'I missed seeing my friends and going out. I couldn't walk around like I usually do so I did my exercises in my room and I walked around my room a fair bit. I ended up getting COVID – I was looked after well even though it was hard on the staff'.*
- *'My concern was for the staff, wearing plastic gowns and extra shields they became very hot and perspiring and dealing with short staffing at the same time'.*

Impact on Workforce

- Siloing was hard to achieve
- Severe staff shortages especially during the community outbreak and the Omicron crisis
- Staff needed to work longer hours
- Not wanting to let team down, but this took its toll
- RA Tests – Availability & Testing Time
- Fatigue – Many people are now burnt out and we are seeing people work less or leave us
- PPE – Hot & hard to work in continually

Risk Management

- Legal – State Government often put the onus on the provider (i.e. forced to take a position on vaccinated/unvaccinated visitors)
- Reputational – Community expectations & management of these as the directives continually changed
- Clinical - People had to stay at home longer because of closures. Infection control risks continually present
- Financial – Reduced occupancy, prevention costs, unable to recoup some costs, use of agency
- Political – Caught at times between the State and the Commonwealth. Needed to serve two masters
- Environmental – Amount of waste generated that had to be stored prior to disposal

Impact on Sustainability & Resources

- Impact on existing resources to manage directives
- Can't admit on lockdown - People miss out on care. Loss of \$500K (approx.) due to inability to admit in outbreak.
- \$350K to screen visitors in line with State Government Directives
- PPE – Delays, need to order from different sources
- No funding to manage visitor screening
- Key staff must manage C19 and core business

What Has Worked Well?

- The new lockdown arrangements/ provisions (reducing isolation for residents)
- Relationship with Goulburn Valley Health
- Support of staff and community
- Overtime the directives have become easier to predict, interpret & implement
- Communication of changes to all stakeholders

What Has Not Worked Well?

- Vaccinations – Residents & Staff
- Serving Two Masters (Commonwealth & State who were at odds at times)
- Impact on carers (Prospective residents stay at home longer)
- RA Tests - Uncertainty of supply
- Some directions not practical
- Resident choice and voice
- Restricting resident movement
- Ongoing workforce shortages

What Should The Government Do Differently?

- Both Governments need to have one agreed voice & one agreed plan
- Co-design orders with all stakeholders
- Treat public and private Providers equally
- Provide resources in a timely manner
- Resources must match orders (RATS, Workforce etc)
- Planning – When to bring in Aged Care Experts, Fourth Vaccination?

Thankyou & Acknowledgements

We gratefully acknowledge the contribution of the entire Shepparton Villages community for all they have done to ensure the continued health and wellbeing of the residents who live in our Aged Care Homes and our Villages

