

AGED CARE VIDEO CALLS

INFORMATION FOR LOVED ONES

UnitingSA's aged care homes are now equipped with an iPad featuring the Skype app, to ensure residents can catch up with loved ones using this free video platform.

This fact sheet provides you with advice to ensure you are ready to communicate with your family member or friend using Skype.

What is Skype?

Skype is a Microsoft application that allows people to video call anywhere using an internet connection. Skype is free to download and can be used on most devices with a microphone and camera function.

How do I download and set up Skype?

Skype can be set-up on an iPad, Android tablet, computer or smart phone. Log into your chosen device and head to www.skype.com to download the right version of Skype for your device (i.e. 'Skype for Desktop', 'Skype for Mobile' or 'Skype for Tablet').

You will then be prompted to open the app and create a new account, including a username and password. You may also be prompted to change your device's 'Settings' to enable Skype to access the inbuilt microphone and camera.

How do I organise a video call with my loved one?

All video calls should be scheduled with your aged care home and must occur at the agreed time. To schedule a call with your loved one, please contact your aged care home using the email addresses listed below:


- **Seaton** - seaton@unitingsa.com.au
- **St Teresa** - stteresa@unitingsa.com.au
- **Hawksbury** - hgclinicalcare@unitingsa.com.au
- **Westminster** - westminster@unitingsa.com.au
- **Wesley House** - wesleyhouse@unitingsa.com.au
- **Regency Green** - regencygreen@unitingsa.com.au

Why can't I call my loved one without scheduling a time?

All calls must occur at the scheduled time to avoid disrupting other residents' video calls with their family and friends, as well as Telehealth appointments.

How do I make a Skype video call?

Once you have scheduled a video call, staff will provide you with their home's Skype account details.

At the agreed time, open your Skype app and enter the aged care home's account details. Once prompted, select the video  button.

You may notice a "+" button. This allows you to add other loved ones to the conversation, which is great when you're trying to get the whole family together on the call.

If you wish, you can add your aged care home as a Skype contact for future scheduled video calls.

I'm having trouble using Skype.

If you are having issues making a call, please:

- Check that the microphone and video icons are not muted or switched off
- Ensure that the Skype account details you have entered for your aged care home are correct
- Click the call quality icon to make sure you and your loved one have strong enough internet connection to interact
- Try turning your device off and on, and re-starting the Skype app

If these trouble shooting tips don't work, further support can be accessed at <https://support.skype.com>