

20 November 2020

COVID-19 AGED CARE UPDATE

Dear family member/friend,

This afternoon the State Government announced significant changes to its COVID-19 response, including the early conclusion of South Australia's six-day lockdown at 11.59pm on Saturday.

While UnitingSA welcomes this announcement, we remain acutely aware that SA's COVID-19 outbreak continues to pose a significant community health threat, with 25 confirmed cases, including three new infections today.

We are also very mindful that the government is continuing to undertake contact tracing and does not yet fully understand the extent of the outbreak.

Accordingly, UnitingSA's leaders have decided to maintain our current Aged Care lockdown restrictions, subject to a further review early next week.

We understand this decision may be frustrating but please know this precaution has only been taken with the health and safety of your loved one in mind.

In addition to the above, I wish to provide you with an update on several key areas of interest.

END-OF-LIFE VISITS

Our Directors of Nursing will continue to work alongside UnitingSA's Palliative Care Nurse Practitioner to make decisions on a case-by-case basis regarding visits to residents at the end stages of life. Families are encouraged to contact their home's Director of Nursing to discuss their individual circumstances. Decisions will be made in alignment with State Government guidelines.

COMMUNICATING WITH LOVED ONES

As you may be aware, each of our sites has an iPad equipped with Skype video call technology to ensure residents can catch up with their loved ones face to face. Our Aged Care teams will ensure residents and families have equal access to this technology, and will support you to schedule a catch up. To ensure you are ready to video call your loved one, please refer to the Skype Fact Sheet on Page 3. Families and friends are also encouraged to use telephone communication, or to send an email to their home which can be passed on to their loved one.

PREPAREDNESS AND PRECAUTIONS

I would like to assure you that UnitingSA remains well prepared to respond to the unlikely event of an outbreak in one of our homes, with the following measures in place:

- A detailed Outbreak Management Plan, which is regularly reviewed in accordance with the best available public health advice
- Minute-by-minute monitoring of State Government alerts, recommendations and directives
- A COVID-19 Management Team, with infection control expertise, which meets at least daily to assess our response measures in line with the latest updates
- An ongoing program of infection control refresher training and education for all Aged Care staff
- Strict adherence to social distancing, including modification of dining room and sitting area layouts
- Continued routine COVID-19 screening of all Aged Care staff and contractors, in line with the latest SA Health advice

We appreciate that this has been a trying time for all, however these temporary restrictions are necessary to help protect the health and wellbeing of our residents and wider community.

We will continue to do all we can through this challenging period to deliver safe, high-quality care to your loved ones.

We also remain here for you and your family, and encourage you to contact UnitingSA Minister Les Underwood at any time on 0438 927 224 if you require support or simply want to talk.

We sincerely look forward to welcoming visitors back into our homes as soon as it is safe to do so.

Thank you for your continued understanding and I will be touch early next week with a further update. Until this time, please stay safe.

For more COVID-19 advice, including the latest [hotspots, please visit www.sahealth.sa.gov.au/COVIDcontacttracing](https://www.sahealth.sa.gov.au/COVIDcontacttracing).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Libby Craft', with a stylized, cursive script.

Libby Craft
Chief Executive Officer
UnitingSA

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>