Transcript

Aged Care Quality and Safety Commission

Staying Connected  
Using Technology to Stay in Touch

**Presented by:**

Bethany Kings  
HammondCare Quality Safety and Risk Manager

Suzanne Dvorak  
Managing Director, Bupa Villages & Aged Care Australia

Angela Raguz  
General Manager, HammondCare Residential Care

[*Opening visual of slide with text saying ‘Staying Connected’, ‘Using Technology to Stay in Touch’*]

[*The visuals during this video are of each speaker to camera and various aged care residents in aged care facilities*]

§(Music Playing)§

**Bethany Kings:**

The best thing that we have done to keep residents engaged with their family and friends is actually to provide multiple avenues for them to do this. One example is the use of Skype.

**Speaker 1:**

There you are. You can play your guitar now.

**Suzanne Dvorak:**

We have launched an app. Each of our homes have private Facebook accounts. We have over 350 iPads in a lot of our homes. During this period of time communication has been the most important thing. It’s been important for our residents, it’s been important for our staff, and it’s been most important for our relatives.

§(Music Playing)§

[*Visual of slide with text saying ‘Maintaining face to face contact’*]

**Angela Raguz:**

Our priority and our focus and everything that we do is going to be fundamentally about maintaining face to face contact for residents and their families. We don’t believe that you can actually replace that.

We made some organisational decisions around how we could actually enable people to continue visiting. So one of those things was setting up a centralised concierge process. We’ve got a good robust system in place that can maintain that face to face contact.

§(Music Playing)§

[*Visual of slide with text saying ‘Get your flu vaccination’*]

**Suzanne Dvorak:**

Every year it’s important to have a flu vaccination in aged care but this year it’s more important than any other. We also have the added pressure this year that from the 1st of May if you haven’t had your flu injection you can’t come into an aged care facility. Take responsibility for your immunisation and get it done, because from the 1st of May you won’t be able to come into an aged care facility without it. Suzanne has very kindly given me my passport for immunisation telling me that I have had this. You will need to have this. You will need to have your card. You’ll need to take it with you when you come to this aged care facility or to another aged care facility.

[*Visual of slide with text saying ‘Staying connected’*]

We need to keep people connected at this time. Our residents are anxious when they don’t see their loved ones and like the rest of us they’re concerned about the things that are happening. Most of our residents have grandkids, great-grandkids and so they absolutely welcome the communication that’s coming from the kids in forms of drawings and cards and letters and things.

**Speaker 2:**

This is someone that just wanted to brighten your day.

§(Music Playing)§

[*Visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*Closing visual of slide with text saying ‘The examples contained in this video are for sharing information around good practice, they do not form part of an assessment of the featured services’ compliance status. To find out more about assessment activities undertaken for individual aged care services, please visit the ‘Find a report’ page on the Commission’s website. www.agedcarequality.gov.au’*]

[End of Transcript]