Transcript

Aged Care Quality and Safety Commission

Your Role in Infection Prevention and Control  
When Visiting an Aged Care Service

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Your role in infection prevention and control when visiting an aged care service’*]

[*The visuals during this video are of an animated female speaking and animated aged care residents and staff in an aged care facility*]

§(Music Playing)§

**Speaker:**

Hello. I hear you’re thinking about visiting our facility. You might be a medical or allied health specialist, a non-clinical visitor or a volunteer, family member or friend.

The safety and welfare of our residents and all our visitors is very important to us. When you visit this facility you have a responsibility to follow good infection prevention and control or IPC practices. However you may be unsure how to do this. We’ll take you on an introductory tour and talk about some of the key points of IPC in this video to get you started. But remember that you can always ask the staff for help if you’re not sure what to do.

Every IPC action you take makes a big difference and helps to stop the spread of infectious diseases like gastro, the flu and COVID so that our residents, our staff and you stay safe.

§(Music Playing)§

The first thing you must do is stay at home if you feel unwell. If you have any symptoms of an infection like fever, cough, sore or scratchy throat, shortness of breath, loss of smell or taste, or gastrointestinal infection symptoms, delay your visit until your symptoms resolve. Even if your symptoms are only mild staying at home is the best thing you can do to protect everyone. We look forward to seeing you when you feel better.

Next thing you can do is to clean your hands often.

Hand hygiene is one of the most important things you can do to prevent the spread of infections. Regular hand washing and use of hand sanitiser is one of the best ways to remove germs, avoid getting sick and prevent the spread of germs to others.

You should clean your hands after you use the toilet, before you prepare food, after you touch any items especially anything which isn’t clean, and when you visit people. Make sure you use soap and water to wash your hands after you use the toilet and if your hands are visibly dirty. Otherwise use hand sanitiser to clean your hands. You can find videos on the Commission’s website to learn correct hand washing and hand sanitising techniques.

§(Music Playing)§

Hand hygiene helps to stop the spread of germs but sometimes you will need to wear personal protective equipment or PPE so we can keep everyone safe.

§(Music Playing)§

Protective equipment can include masks, eye protection, gowns, aprons and gloves. PPE adds an additional layer of protection but it is very important to wear it correctly. If these items are required and you’re not sure how to use them ask one of our friendly staff members for help so you and your loved ones are protected.

§(Music Playing)§

Covering coughs and sneezes and keeping hands clean help prevent the spread of serious respiratory illnesses like influenza, whooping cough and COVID.

While in our facility please follow cough etiquette which means you cough or sneeze into your elbow or a tissue. Always dispose of the tissue into the bin. Wear a mask if you’re coughing and sneezing. If you can leave the room or face away from people if you need to cough or sneeze. Always perform hand hygiene after coughing, sneezing and after using a tissue. And if required sanitise surfaces after coughing and sneezing.

§(Music Playing)§

It’s great that you visited today but please let us know if you develop symptoms of an infection such as a viral respiratory or gastrointestinal infection within five days of this visit. Letting us know this information will help us to keep everyone safe.

For more information on infection prevention and control please ask one of our friendly staff or visit the Aged Care Quality and Safety Commission website on www.agedcarequality.gov.au. We look forward to seeing you on your next visit. Bye for now.

§(Music Playing)§

Let’s work together to keep everyone safe and support infection prevention and control.

[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Infection Prevention and Control’*]

[End of Transcript]