



RESIDENTIAL AGED CARE NEWS

Communication Strategies

Enclosed are a range of resources that may assist you during this difficult time. Communication with residents, their representatives and between staff is of paramount importance at this stage. This is an everchanging environment and we will need to adapt as needed over the coming weeks.

Goals of Care and Advance Care Planning

It is critical at this time to consider reviewing the residents Advance Care Directive and ensure every resident has a medical "Goals of Care" form. I have attached our [document](#) which provides you with links to downloads including a generic goals of care form if your facility does not have one.

Decisions for access to care services including hospitals may be made by the treating medical practitioners. Whilst families may want a loved one to be transferred to hospital for treatment, this may not be possible or in the resident's best interest. Hospital admission will still be available for residents who need it – such as those with a significant injury post fall BUT may not be for Covid 19. It will depend on the available resources in your region at the time. Your GPs and In-Reach teams will guide you on these decisions.

www.smrpcc.org.au Click on Resources and Links, scroll down to Aged Care Resources, click on [Advance Care Directives: Which form do I use.](#)

IT to assist with communication

There are a range of free services that can be used including

Skype, Facetime, Messenger video calls, Zoom or Microsoft Teams.

Cleaning of phones/ tablets -remember that equipment will need to be thoroughly cleaned between use.

Email me if you want any further information of IT based services to help you keep your residents and families connected.

Covid19 information in languages other than English

The [Centre For Cultural Diversity in Ageing](#) have compiled all the translated Covid19 links in to one place. This includes links to both state and federal resources

Covid 19 – Having difficult conversations

There are a couple of web pages to have a look at.

Vital Talks have developed some resources specifically developed for use in this pandemic including

- short videos hosted by [Vimeo](#) as guidance including "Family Phone Goodbye" and "Covid Goals of Care"
- And the document ["Covid Ready Communication Playbook"](#)

Vital Talk: www.vitaltalk.org

Fraser Health ["Serious Illness Care Program – Covid19 update"](#) have produced a brief document that gives you some scripted questions and responses. It's a great starting point.

Dementia Australia

Tips for carers and individuals with a dementia diagnosis

<https://www.dementia.org.au/>

Please don't hesitate to contact me with any questions or suggestions for information you might need

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