

22 September 2020

Tip sheet 3:

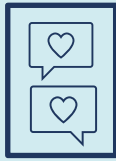
Preparing for COVID-19 practical tips for aged care facilities

North Western Melbourne Primary Health Network (NWMPHN) contacted residential aged care facilities (RACF) in the region to discuss their needs and to identify where and how we might be able to support RACF staff, residents, residents' families, and GPs.

Overwhelmingly RACF managers contacted wanted to share new ideas and practical tips they used in their facilities to help others prepare for COVID-19. NWMPHN also sought advice from Professor Michael Murray, the head of the Australian Government's Victorian Aged Care Response Centre.

Morale boosters for residents and staff

DISPLAY positive feedback



Set up a noticeboard for displaying positive comments and letters, emails and cards from families where staff and residents can see and read the comments.

Make sure that you feedback positive comments to staff in team meetings too.

Treat yourself with EVENTS



Acknowledge the work and effort staff do under difficult circumstances by running 'theme' days and small events for staff for example: provide 'donut and fruit' morning tea, lunch for staff, or a pizza day (when pizza is brought in for staff), RUOK days, chocolate days, small treasure hunts for staff, provide small gifts.

Be PROUD



Tell staff "be proud of what you are doing" and reinforce just how proud and appreciative you are of them.

Keep on updating staff and providing them with information about COVID-19 (including symptoms, where to get tested).



We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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Managing meals and water jugs

<p>DISPOSABLE options</p> 	<p>Replace water jugs with individual disposable bottles of water for each resident. The lid of the bottle should be loosened so that it is easy to screw off (but so that the bottle is still closed).</p> <p>Use disposable plates and cutlery for meals.</p>
<p>WORK smart</p> 	<p>Have kitchen staff take the meal trolley to the ward, with ward staff distributing meals to residents rather than having kitchen staff going in and out of each resident's room twice at every mealtime.</p>

Resident identification and individual care preferences

<p>UPDATE PHOTO identification</p> 	<p>Take up to date photos of each resident and label each photo with the resident's name.</p> <p>Put a copy in the resident's file, keep a copy in the nursing station, and add a labelled photo of each resident to the back of the site outbreak management (COVID) plan.</p>
<p>Bracelets – ready to go</p> 	<p>Make up named bracelets for each resident and store them in an accessible location. These can be quickly put on each resident if staff are required to leave the facility at short notice and unfamiliar staff are being brought into the facility.</p>
<p>Make an ALL ABOUT ME</p> 	<p>Lifestyle staff can put together an "All about me" summary for each resident, including their likes and dislikes, their preferences for hot drinks, any hints or tips relevant to the resident's lifestyle habits (e.g. always has a chocolate at bed-time).</p> <p>A copy can be attached to the resident's photo stored in the back of the site COVID plan.</p>

Before you go, if you would like to contribute your tips and tricks to help others in residential aged care facilities please contact primarycare@nwmpnh.org.au

Also consider subscribing to our [COVID-19 e-blasts for general practices](#) which will help keep you on top of the rapidly changing situation. If you need further help, email primarycare@nwmpnh.org.au

All the tips sheets for residential aged care facilities are available on the [COVID-19 provider resources page](#) on our website.

About North Western Melbourne PHN

North Western Melbourne Primary Health Network was established by the Australian Government to increase the efficiency and effectiveness of medical services, reduce fragmentation of care and improve health outcomes for everyone, especially for the most vulnerable. Australia is divided into 31 PHNs. NWMPHN is the biggest of Victoria's six primary health networks with a catchment of about 1.7 million people covering highly diverse communities from Melbourne's CBD and inner city to the rapidly growing suburbs in the north and west. Visit our website nwmpnh.org.au