



We should soon be able to provide access to a visitor portal which has some of the courses our staff access on Ananda Academy.

This will allow residents and representatives to see how we train our staff, monitor that our training is translated into practice, and allow feedback on additional education they feel would be helpful. The first courses we hope to make available are Infection Prevention and Control, and Minimal Use of Restraint. While we create this portal we are able to provide some information here which may be helpful for residents, representatives or visitors to Ananda, and which we request all visitors wishing to assist with meal support for their loved ones carries out so we can ensure you protect yourself and residents and staff from cross infection.

All visitors must take care to wash their hands on entry and exit to Ananda, after visiting the bathroom and before putting on Personal Protective Equipment (PPE) and after taking it off.

Please go to the training page of our supplier Ecolab by clicking this link and scrolling to the hand washing video:

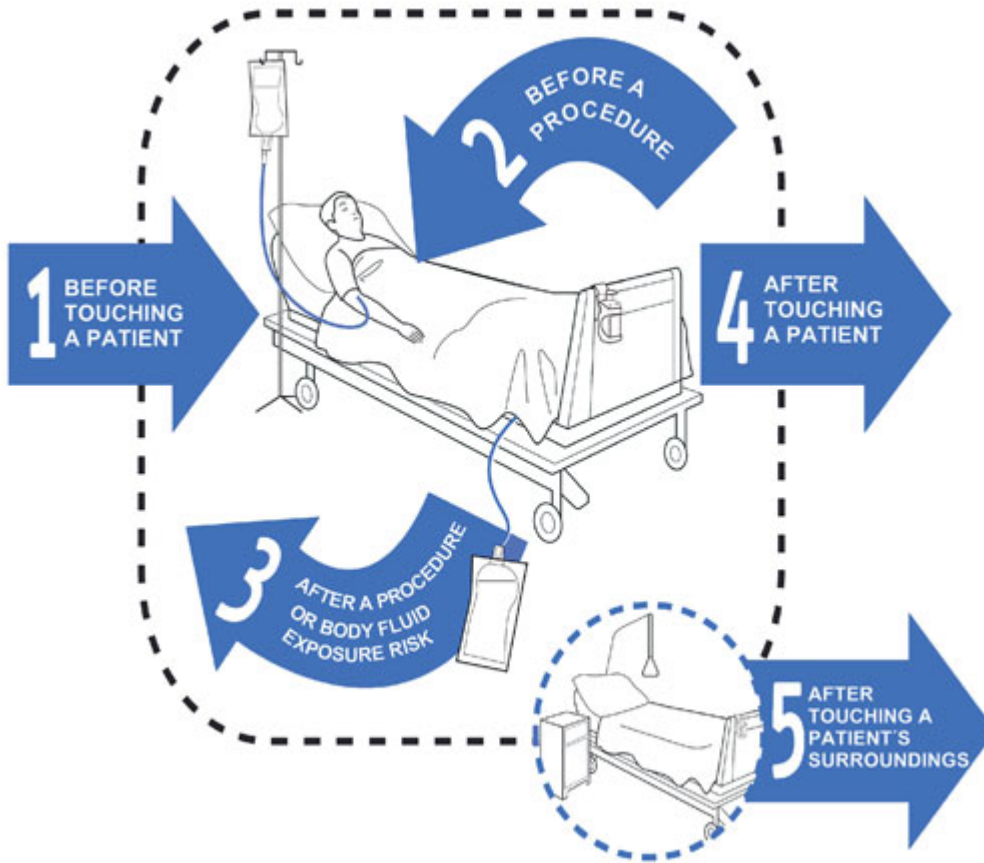
<https://ecolab.widencollective.com/portals/v2lm3q4j/HandCare-COVID-19>

We request all visitors wash their hands in warm water and soap as in the video, and this will need to be repeated frequently for longer duration visits and where you are assisting meals.



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Our staff use PPE as per the signage on each room and for residents with no known infection and who are not showing any symptoms we use **Standard Precautions**. Gloves and masks are only worn where there is risk to the staff member eg through urine, faeces or blood splash. Hand hygiene following the **'5 moments for hand hygiene'** is required. Staff would don PPE such as mask, gown and goggles if the level was raised to **Contact Precautions** (eg for scabies) or **Droplet Precautions** (COVID-19, influenza etc).



When to wash or sanitise hands - 5 moments



Visitors

See a nurse for information before entering the room

For all staff

Contact Precautions

in addition to Standard Precautions

Before entering room

-  **1** Perform hand hygiene
-  **2** Put on gown or apron
-  **3** Put on gloves

On leaving room

-  **1** Dispose of gloves
-  **2** Perform hand hygiene
-  **3** Dispose of gown or apron
-  **4** Perform hand hygiene

Standard Precautions

And always follow these standard precautions

- Perform hand hygiene before and after every patient contact
- Use PPE when risk of body fluid exposure
- Use and dispose of sharps safely
- Perform routine environmental cleaning
- Clean and reprocess shared patient equipment
- Follow respiratory hygiene and cough etiquette
- Use aseptic technique
- Handle and dispose of waste and used linen safely

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For visitors we currently request that PPE for **Standard Precautions** is used. We will review these requests regularly and in line with community cases of COVID-19 and influenza.

The correct use of PPE is vital to stop cross infection in the home. PPE in this case primarily protects the *resident* from the person wearing PPE and we ask visitors who are not socially distancing (because they are assisting with meals), to wear a **mask and gloves** correctly, and to take off and dispose of them correctly. We will provide **plastic aprons** also. We are taking those precaution for the resident and visitor's safety due to the extended close contact involved with assisting with meals. Contact should be kept to a minimum needed to help the resident.

We would not usually request the resident wears a mask. If the resident had symptoms and required a mask themselves we would not allow visitors to assist with meals or be within 1.5 metres at that time.

PPE for Standard Precautions (video)

It is important to take off (doff) PPE correctly and dispose of it correctly or potential COVID-19 or influenza droplets on the PPE may contaminate you, and you spread it in the home or outside in the community. Always wash your hands immediately after doffing PPE and dispose of the PPE in an infection control bin at the room - not in general waste bins and do not walk through the home with PPE, it must be disposed of as close to the room as possible.

We also expect you do not come into the home if you feel unwell at all, and if you have a temperature above 37.5 degrees you cannot enter and should have a COVID-19 swab. You must have an influenza vaccination in our records, and we cannot allow entry to anyone under 16 year of age.

We hope this helps and look forward to reducing restrictions further in a staged, planned and vigilant response.



If you have not yet completed our survey on how we are doing regarding COVID-19 response you can do so below. Thank you!

Please enable JavaScript in your browser to complete this form.

Name (optional)

First

Last

This survey is anonymous though please let us know your name if you would like feedback

Email address (optional)

Let us know your email address if you would like to receive feedback. Also we can add you to our email list for updates we send out, newsletters etc.

What best describes who you are? *

- A resident at Ananda Aged Care
- The representative of a resident at Ananda Aged Care
- Family or friend of a resident
- A staff member

Which home are you answering about? *

- Ananda Findon
- Ananda Hope Valley
- Both homes

To what extent do you agree with the following statements about the response to COVID-19 at Ananda Aged Care *

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I agree with how Ananda has responded to the COVID-19 emergency	<input type="radio"/> I agree with how Ananda has responded to the COVID-19 emergency Strongly Disagree	<input type="radio"/> I agree with how Ananda has responded to the COVID-19 emergency Disagree	<input type="radio"/> I agree with how Ananda has responded to the COVID-19 emergency Neutral	<input type="radio"/> I agree with how Ananda has responded to the COVID-19 emergency Agree	<input type="radio"/> I agree with how Ananda has responded to the COVID-19 emergency Strongly Agree
I agree with the policies for visits	<input type="radio"/> I agree with the policies for visits Strongly Disagree	<input type="radio"/> I agree with the policies for visits Disagree	<input type="radio"/> I agree with the policies for visits Neutral	<input type="radio"/> I agree with the policies for visits Agree	<input type="radio"/> I agree with the policies for visits Strongly Agree
I have been informed about changes that have taken place	<input type="radio"/> I have been informed about changes that have taken place Strongly Disagree	<input type="radio"/> I have been informed about changes that have taken place Disagree	<input type="radio"/> I have been informed about changes that have taken place Neutral	<input type="radio"/> I have been informed about changes that have taken place Agree	<input type="radio"/> I have been informed about changes that have taken place Strongly Agree

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am confident in Ananda's infection prevention measures	<input type="radio"/> I am confident in Ananda's infection prevention measures Strongly Disagree	<input type="radio"/> I am confident in Ananda's infection prevention measures Disagree	<input type="radio"/> I am confident in Ananda's infection prevention measures Neutral	<input type="radio"/> I am confident in Ananda's infection prevention measures Agree	<input type="radio"/> I am confident in Ananda's infection prevention measures Strongly Agree
I am confident Ananda staff carry out correct infection prevention practices	<input type="radio"/> I am confident Ananda staff carry out correct infection prevention practices Strongly Disagree	<input type="radio"/> I am confident Ananda staff carry out correct infection prevention practices Disagree	<input type="radio"/> I am confident Ananda staff carry out correct infection prevention practices Neutral	<input type="radio"/> I am confident Ananda staff carry out correct infection prevention practices Agree	<input type="radio"/> I am confident Ananda staff carry out correct infection prevention practices Strongly Agree
Social distancing is being well managed	<input type="radio"/> Social distancing is being well managed Strongly Disagree	<input type="radio"/> Social distancing is being well managed Disagree	<input type="radio"/> Social distancing is being well managed Neutral	<input type="radio"/> Social distancing is being well managed Agree	<input type="radio"/> Social distancing is being well managed Strongly Agree
There is enough hand washing facilities and hand sanitiser for staff and visitors	<input type="radio"/> There is enough hand washing facilities and hand sanitiser for staff and visitors Strongly Disagree	<input type="radio"/> There is enough hand washing facilities and hand sanitiser for staff and visitors Disagree	<input type="radio"/> There is enough hand washing facilities and hand sanitiser for staff and visitors Neutral	<input type="radio"/> There is enough hand washing facilities and hand sanitiser for staff and visitors Agree	<input type="radio"/> There is enough hand washing facilities and hand sanitiser for staff and visitors Strongly Agree
There is enough information about COVID-19	<input type="radio"/> There is enough information about COVID-19 Strongly Disagree	<input type="radio"/> There is enough information about COVID-19 Disagree	<input type="radio"/> There is enough information about COVID-19 Neutral	<input type="radio"/> There is enough information about COVID-19 Agree	<input type="radio"/> There is enough information about COVID-19 Strongly Agree



Overall how is Ananda managing the current COVID-19 emergency? *

Rate 1 out of 10 ★ Rate 2 out of 10 ★ Rate 3 out of 10 ★ Rate 4 out of 10 ★ Rate 5 out of 10 ★ Rate 6 out of 10 ★ Rate 7 out of 10 ★ Rate 8 out of 10 ★ Rate 9 out of 10 ★ Rate 10 out of 10 ★

Please rate out of 10, with 1 being extremely poor and 10 being excellent THANK YOU FOR YOUR FEEDBACK

Message

Submit