

How DSA services are operating during the pandemic



Background

- DSA services have been defined by the Department of Health as 'professional services'.
- All services delivered by Dementia Support Australia continue to be available for people with dementia in aged care, community care and family care.
- DSA's 24/7 365 days advisory service is available on 1800 699 799 to support families and staff to care for people with dementia.
- We remain able to continue to provide much needed support on the ground in care homes.
- DSA visits within the current state, territory and federal guidelines and will not impact on families' ability to visit.
- Should you require a tele-health consultation we can facilitate this via our video conference platform or over the phone.
- DSA can still provide support in funding resources or services such as one-to-one staff.

How will DSA provide support to staff and to the person with dementia?

- Prior to a visit, DSA will ask the following questions:
 - Does the client have any respiratory or flu like symptoms?
 - Is the client or anyone else in the home currently being tested for COVID-19? (if yes, how are you currently managing this?)
 - Do you currently have any lock-down or quarantine protocols in place that I need to be aware of?
 - Are there any other requirements I need to be aware of for my visit?
- If there are no reported causes for concern, DSA is able to visit as normal while adhering to social distancing and infection control requirements.
- If it is the home's preference that DSA does not visit in person, then DSA can provide support remotely. DSA's preference is to connect via video conferencing, however phone conferencing is also available.

Care Staff Helpsheet

“As with any outbreak (gastro, flu, etc), if an active COVID-19 case is identified in the home, DSA will provide support remotely.”

How does video/teleconferencing work?

- DSA will review information provided during referral and at service provision.
- DSA will send an email prior to the video/teleconference outlining what is needed.
- DSA will schedule an appointment time for the video/teleconference and send a meeting link.
- When arranging video-conferencing, it will be tailored to individual needs and can range from 15 mins to 30 mins at a suitable time.

- Key staff working with the person with dementia will be asked to attend and share their knowledge and experience working with the person, and clarify any questions about the information that has been provided.
- DSA will provide a report with suggested strategies for the person, based on information gathered and continue to provide regular check-ins and support by phone for the duration of the case.

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DSA continues to support your care home, via our normal referral pathways. **We are considered an ‘essential service’ for residential care by the Commonwealth Department of Health** and, as such, our Dementia Consultants remain able to visit to provide direct support, or phone or video conference depending on your preference. Regardless of whether your home is in lockdown or not, we are still available to support.