

Providing a pro-active response to COVID-19 demands

TOTARA CLUB

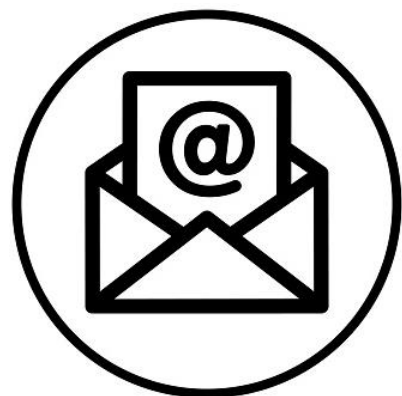
DEMENTIA DAY STAY

COVID response - No attendances due to COVID 19 shutdown

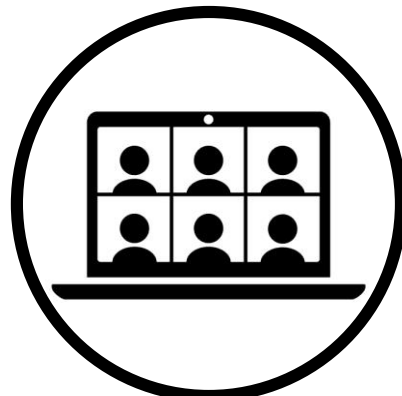
- Plan – to provide a proactive response to COVID 19
- Delivery of service changed and continued to evolve during both lockdowns to provide a continuation of predictable, structured, meaningful activities.
- Members were allocated between the team and tasked to keep a minimum of a 2 x weekly phone support with email follow up with virtual activities\ video links (or hard copy equivalent as needed).
- 3 x weekly Zoom meetings were held initially, then reduced to 2 x weekly due to member preference- sometimes struggling to understand the concept of Zoom – this was also noted with phone calls.
- Phone calls were predominately with family /whanau as members often struggled with non- face to face communication – see note re capturing contacts.
- All contacts continued to be captured in RecordBase.
- Pandemic Risk Plans for all members were kept current.
- These different contacts captured again in Sharepoint > Ako > Totara Club > Reports > Attendance > COVID Response
- The virtual carer support hints and ideas / links for member activities were shared with Equip Older Adults.
- Contact with NASC was maintained on an as needed basis.
- Members were reassessed on returning to Totara Club after the first lockdown at level 1 to ensure they met the required criteria and to ascertain any impacts on them.



Phone call
Contact with member and family /whanau



Email
Sent virtual activities, video links to family /whanau



Zoom meeting
Activities for the members : Singing, quiz, reminiscence



Deliver activity packs
Deliver activity hard copy packs to the members



Home visit
Visit to the member for the carer respite.

Family / Whanau Feedback

“TC met my husband's needs. They were superb. TC provides individualised support for the residents and the families. Their COVID response of providing Zoom communication and regular phone calls made us feel really cared for, and that the staff were concerned about us. TC has a resident view rather than an institutionalised view.”

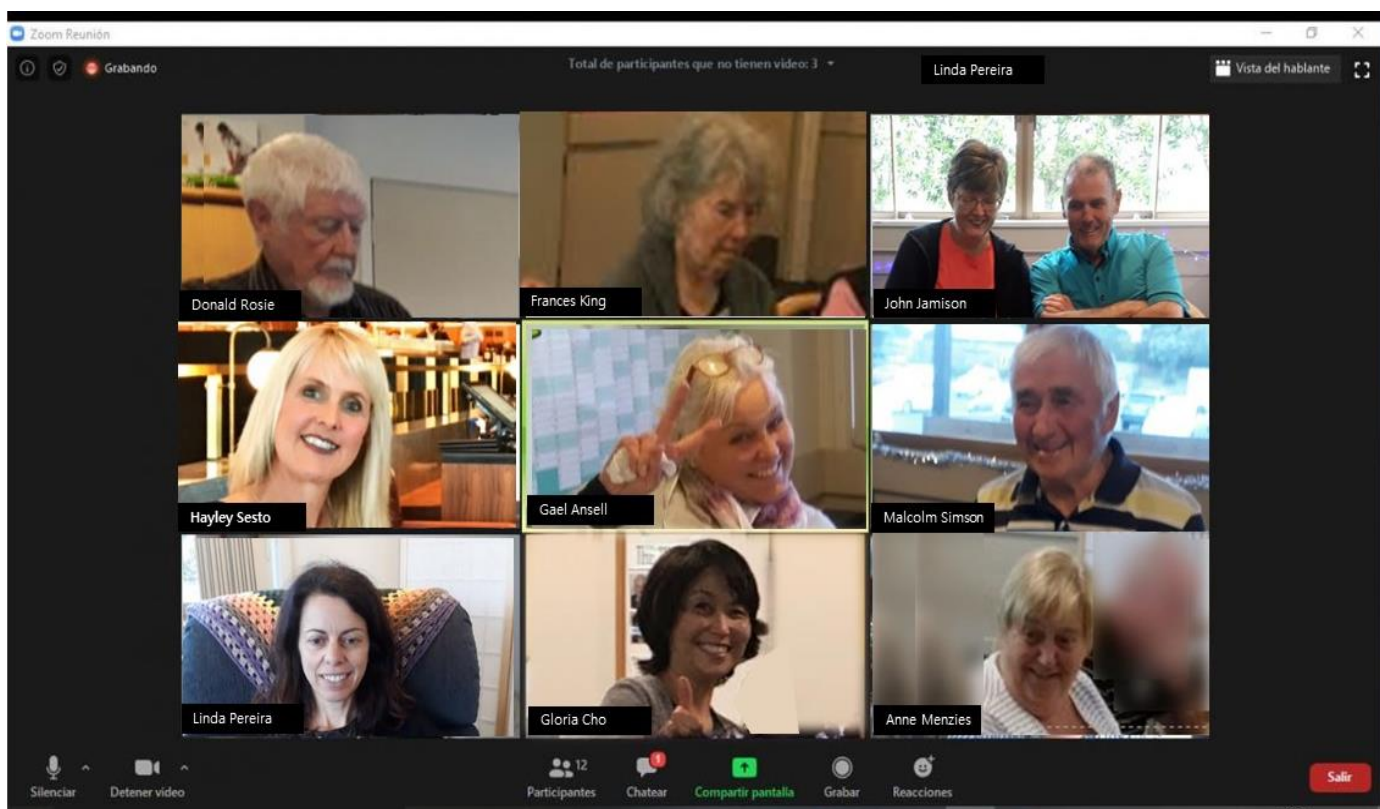
“TC are the best people in Auckland. They have good, structured activities, routines, guidelines & rules. They involve everybody nicely and treat everyone with dignity.. The Zoom meetings, phoning during lockdown have been really good.”

“As a wife of a member I love it! I really miss it in lockdown. The freedom for me is marvellous.”

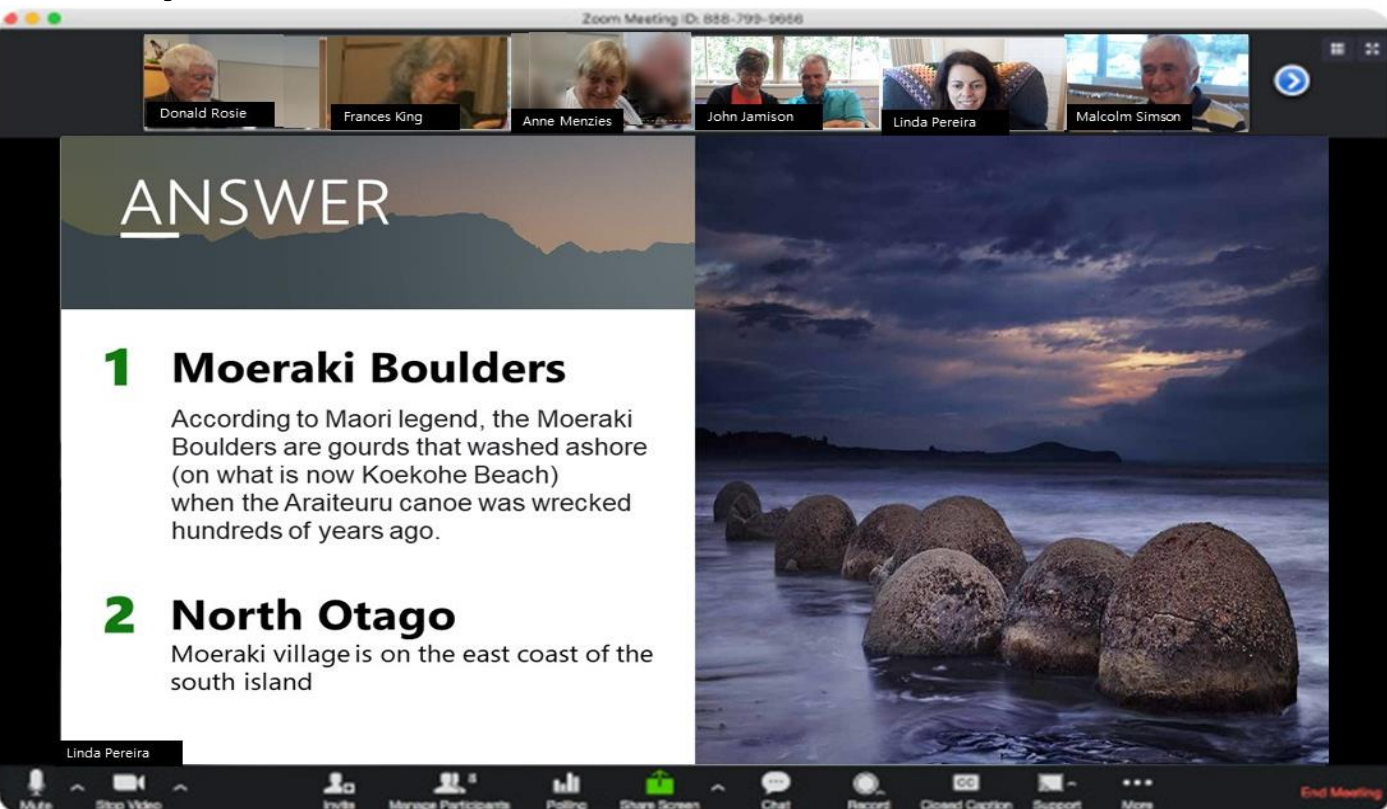
“TC is a lifeline, I am missing the fact that my husband can't be there during lockdown. TC is so good. The staff are very welcoming, so welcoming. It is their strength. They make both me and my husband feel good. Last lockdown, one of the staff came and sat with my husband once, so I could go out and have tea with a friend. She was so lovely to do this.”

Zoom meetings – Greeting member / family / whanau and example of the virtual activities

Greeting member / family / whanau



Example of the virtual activities



Self Care and Staff well being

- The Zoom meetings gave us time to connect as a team.
- After each meeting we could chat about how things were going for us personally , and how we were coping with supporting all the members and their family /whanau.
- Our flexible structure enable in to have a break for ourselves if needed.

Reopened at Level 1.5 in a structured way after the second lockdown recognising the increased carer stress.

- Carer stress increased significantly especially during the second lockdown with many stating they were not sure if they could do it again. Often other support services changed or were not happening.
- Members to attend 1 day per week 10.00am – 3.00pm Monday – Thursday as from Monday 28th September 2020. This was to enable every member to have a day at Totara Club.
- Daily numbers were reduced to keep within a maximum of 10 people.
- Members were not required to wear a mask, however the Team wore face shields to optimise every ones safety.
- Strict hygiene procedures were maintained throughout with support for members as able.
- Members were asked to be fully well every day they attend.

Continued support for our members with daily structured, predictable, meaningful activities.



Socialisation
Greeting, communication with a cup of tea or coffee.



Exercise
Workout, Cardio, Tai Chi, Movement to music



Physical Activities
Golf, Pool, Dart, Bowls, Skittles, Balloon Hockey



Cognitive Stimulation Activities
Quiz, Crossword, Joke

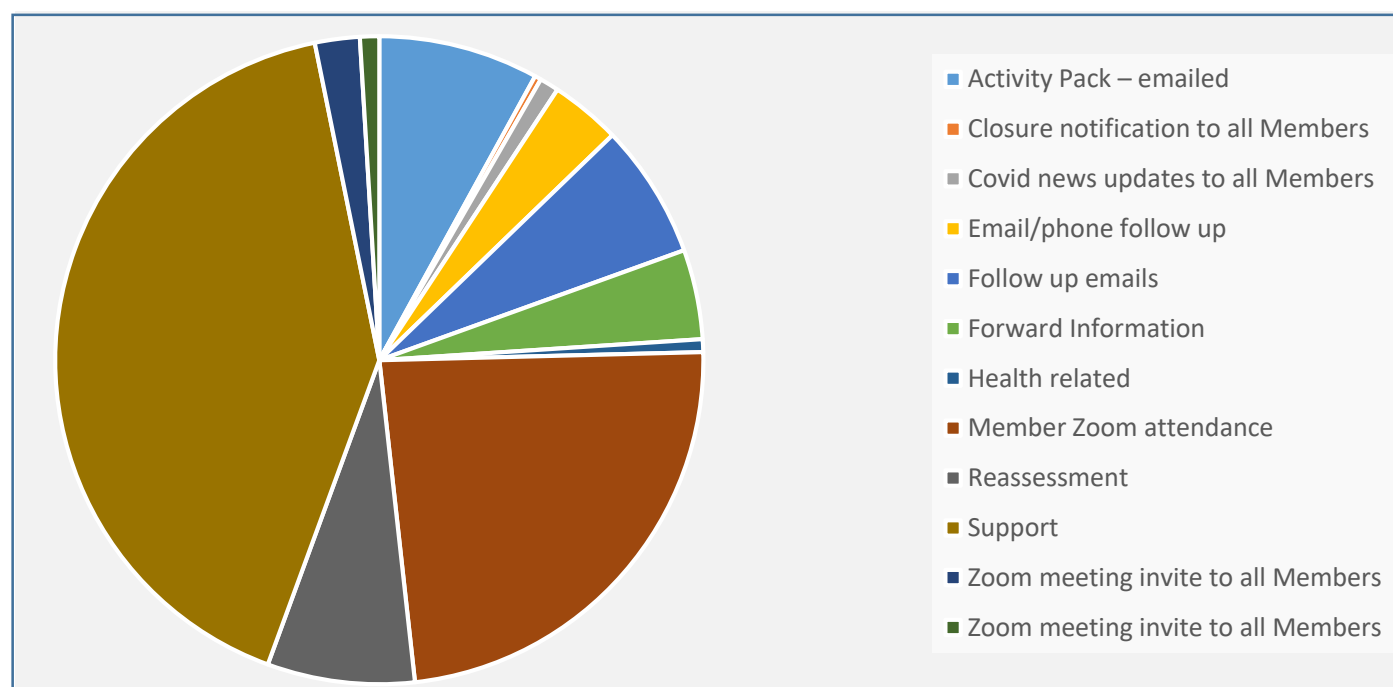


Music and Art
Singing, Painting, Planting

Lockdown 1 19.03.2020 – 12.06.2020

36 members contacted over 313 contacts

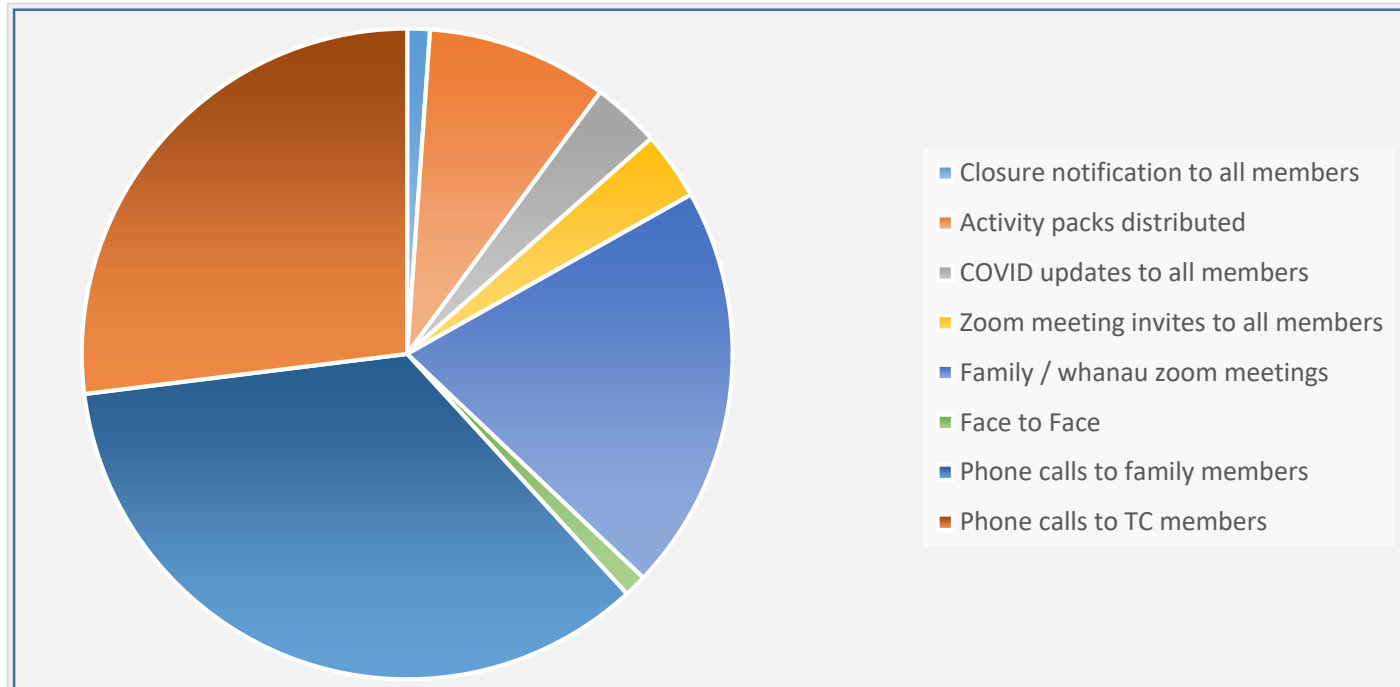
Activity /Contact type	
Activity Pack – emailed	25
Closure notification to all Members	1
COVID news updates to all Members	3
Email/phone follow up	11
Follow up emails	21
Forward Information	14
Health related	2
Member Zoom attendance	74
Reassessment	23
Support	129
Zoom meeting	7
Zoom meeting invite to all Members	3
Grand Total	313



Lockdown 2 13.08.2020 – 22.09.2020

20 members were contacted over 77 contacts

Activity / Contact type	Number
Closure notification to all members	1
Activity packs distributed	8
COVID updates to all members	3
Zoom meeting invites to all members	3
Family / whanau zoom meetings	18
Face to Face	1
Phone calls to family members	31
Phone calls to TC members	24
Grand Total	77



Specific Learnings

- New technology such as Zoom, PowerPoint, virtual activities.
- Deeper insight into family/whanau connections and needs.
- Deeper understanding of members needs in their home environment.

Providing a pro-active response to COVID-19 demands - Points of Reference

- WDHB – Dementia Day Care contract
- Needs Assessment Service Coordination (NASC) team
- Totara Club weekly reports to Equip Senior Management Team
- Family / Whanau Survey August 2020
- Sharepoint > AKO > TC > Reports > TC > Covid-19 contact xls
- Equip Data Analyst - S Patel
- Consent forms for use of photos obtained
- Google
- Warehouse Stationary -lots

We put our faith into action.
If we can say ‘yes’ we will.
Our people matter.

