



Resident Family & Advocate COVID-19 Communication Survey

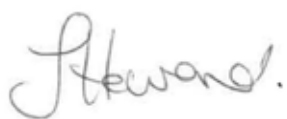
Results May 2020

Thank you.

I sincerely thank you for your participation in our recent Resident Family & Advocate COVID-19 Communication Survey.

This booklet highlights some of the high level results received. We are now working towards implementing some key activities based on your valuable feedback.

Kind regards,

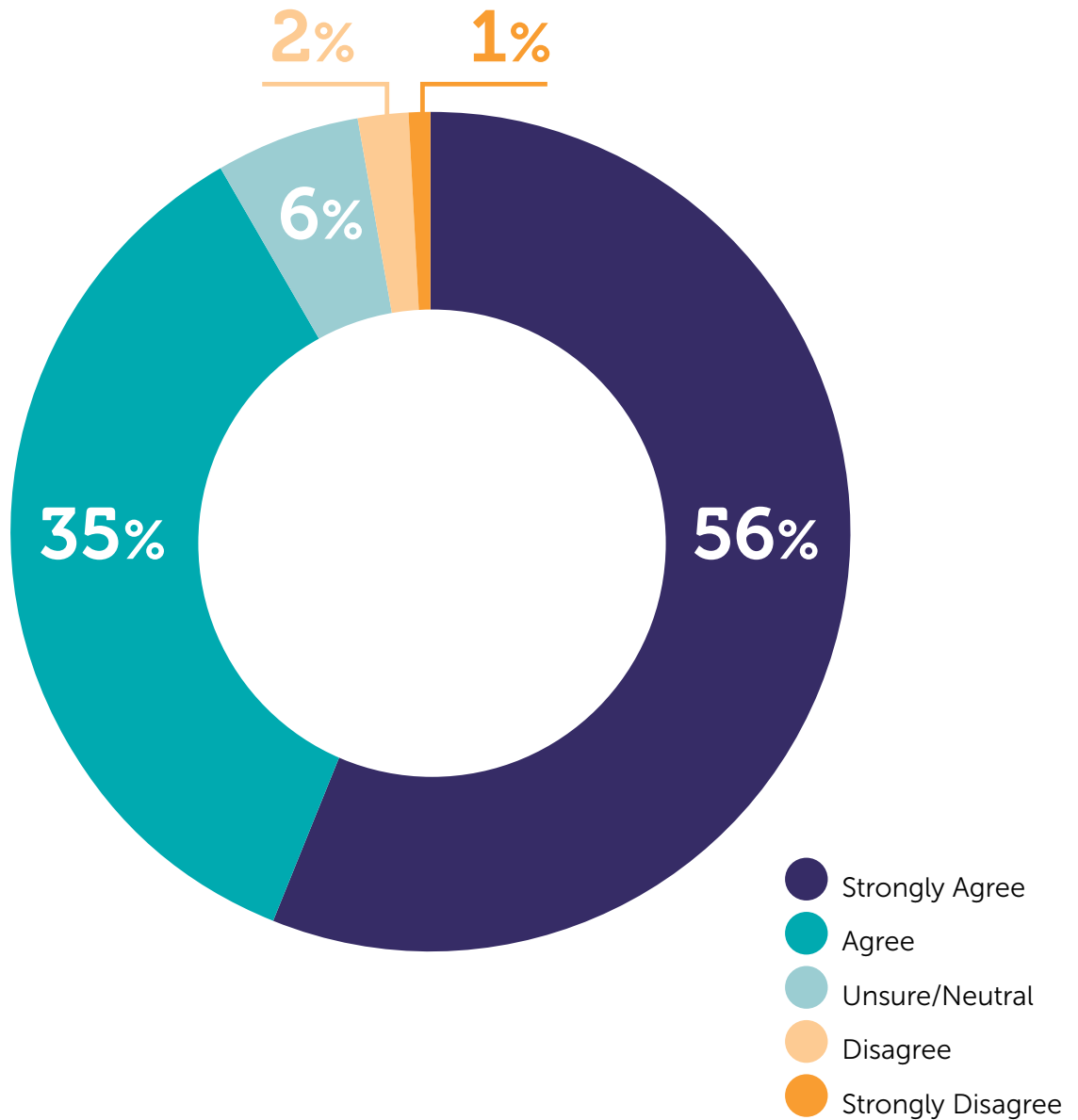


Jackie Howard
Chief Executive Officer
Masonic Care Tasmania

“ I believe that the decisions made by MCT were in the best interests of the residents, my best wishes to all the staff for being so diligent during this pandemic. ”

Question 1.

I am confident my family member is safe at Masonic Care.



In summary

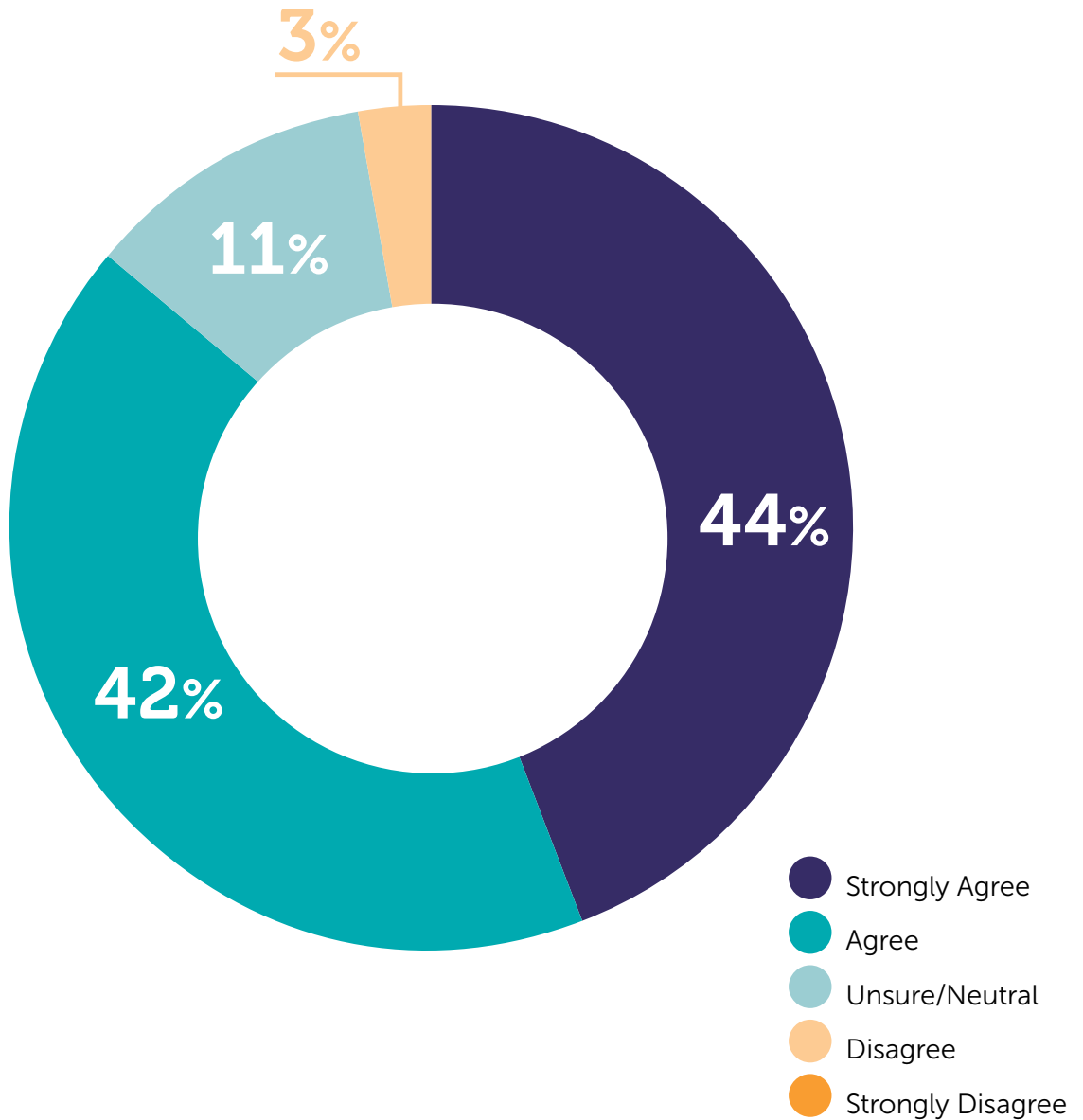
92%

of respondents are confident that their family member is safe at MCT.

“ I feel very well supported and I know Mum does too. ”

Question 2.

I am confident that my family member is receiving appropriate nursing care and support at MCT.



In summary

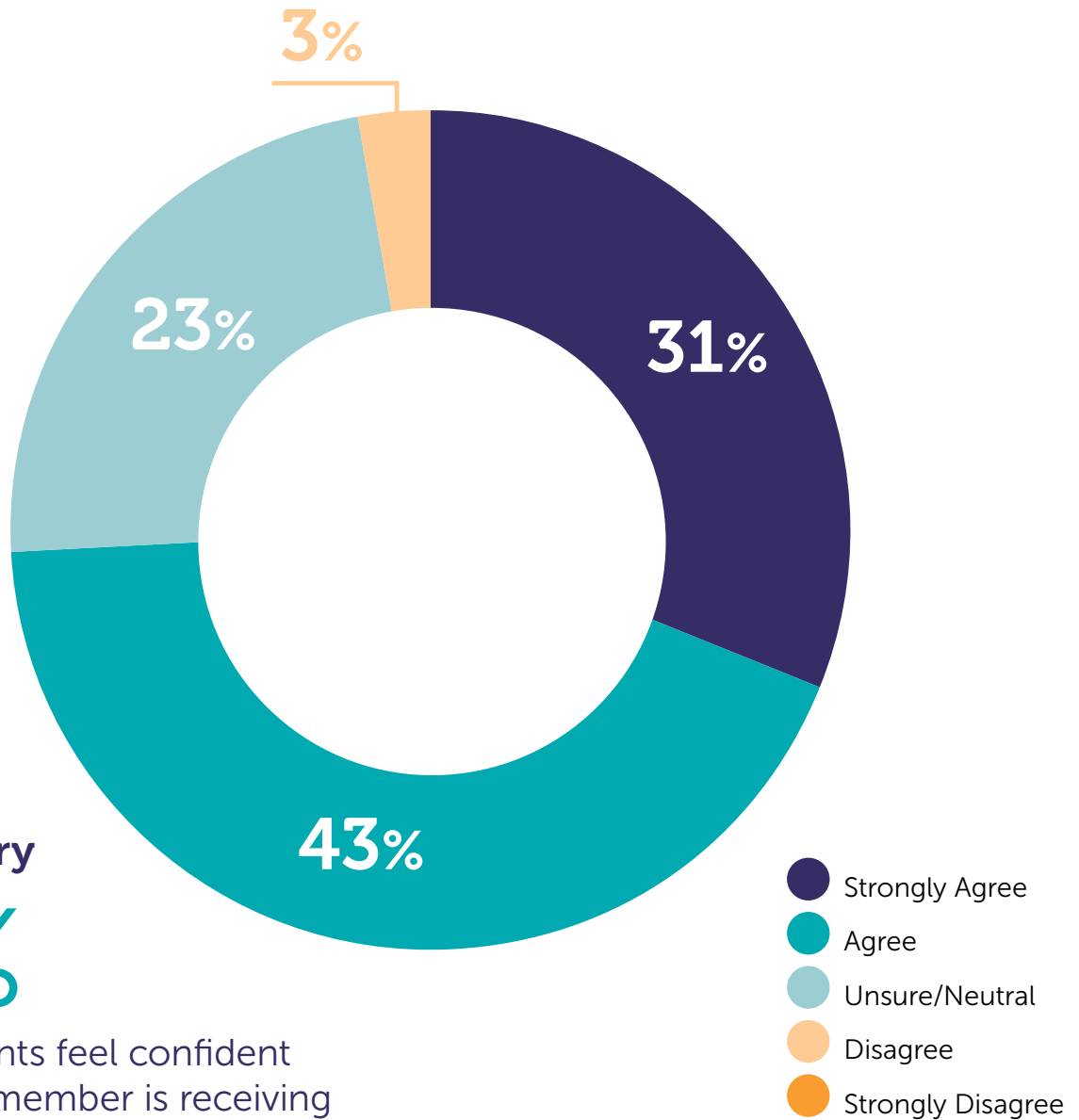
86%

of respondents are confident that their family member is receiving appropriate nursing care and support at MCT.

“Totally appreciate and support all that is being done by staff and management in these difficult times – thank you all.”

Question 3.

I am confident that my family member is receiving appropriate wellbeing support at MCT.



In summary

74%

of respondents feel confident their family member is receiving appropriate wellbeing support.

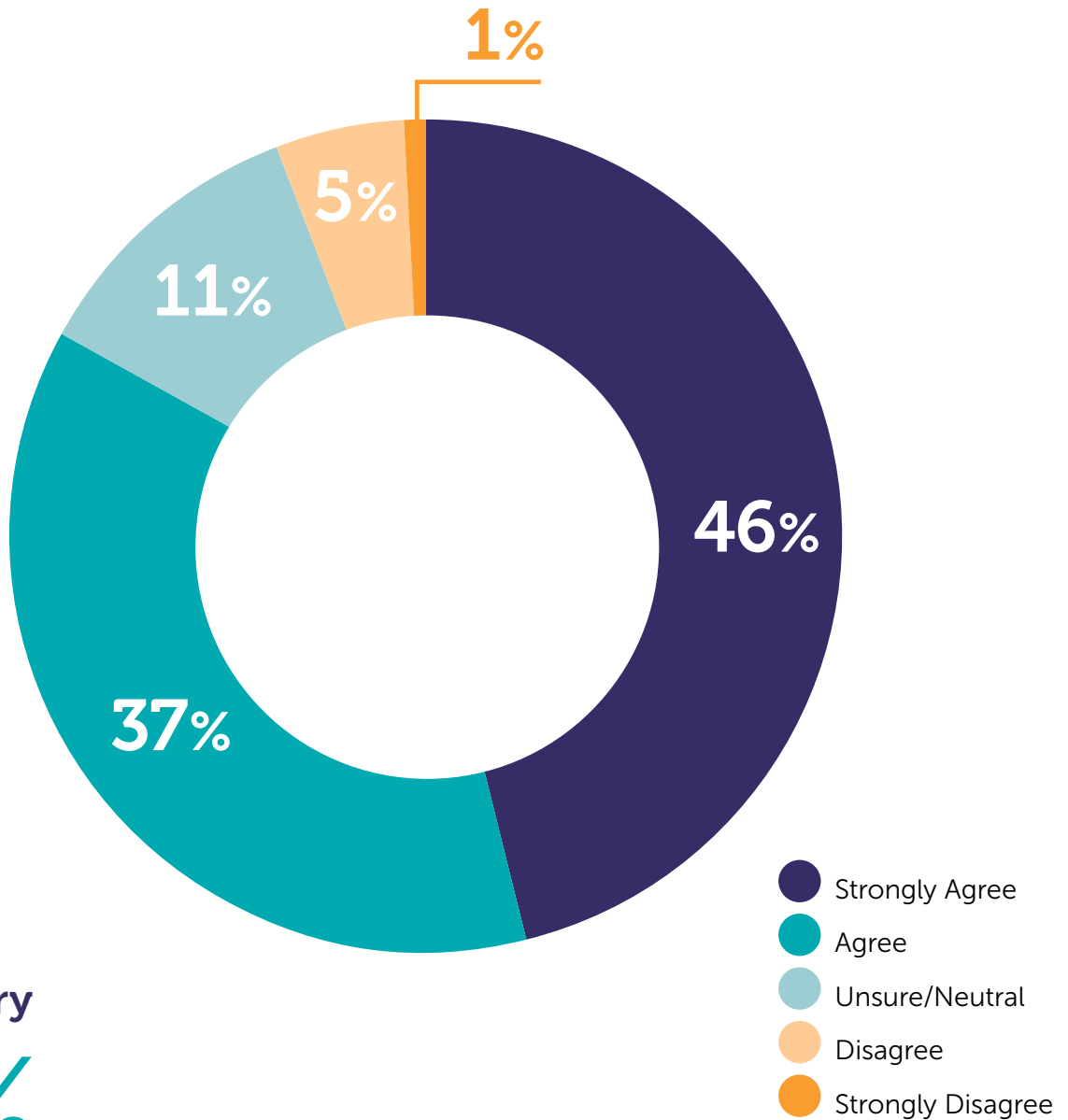
We are constantly looking for new and different ways to engage our residents by providing varied and meaningful activities.

We have significantly increased the number of devices in our homes to enable residents to stay connected with phone calls, skype, messenger and FaceTime. We also have additional Leisure and Lifestyle team members working in all three facilities with these devices, 7 days a week, to ensure that residents not only stayed connected but enjoyed additional activities like singing, craft and gentle movement.

“ I have the utmost confidence in the care that is being given to my mother who has advanced dementia. ”

Question 4.

I feel that I am well informed about what MCT is doing to control COVID-19 at MCT.



In summary

83%

of respondents feel they are well informed about what MCT is doing to control COVID-19.

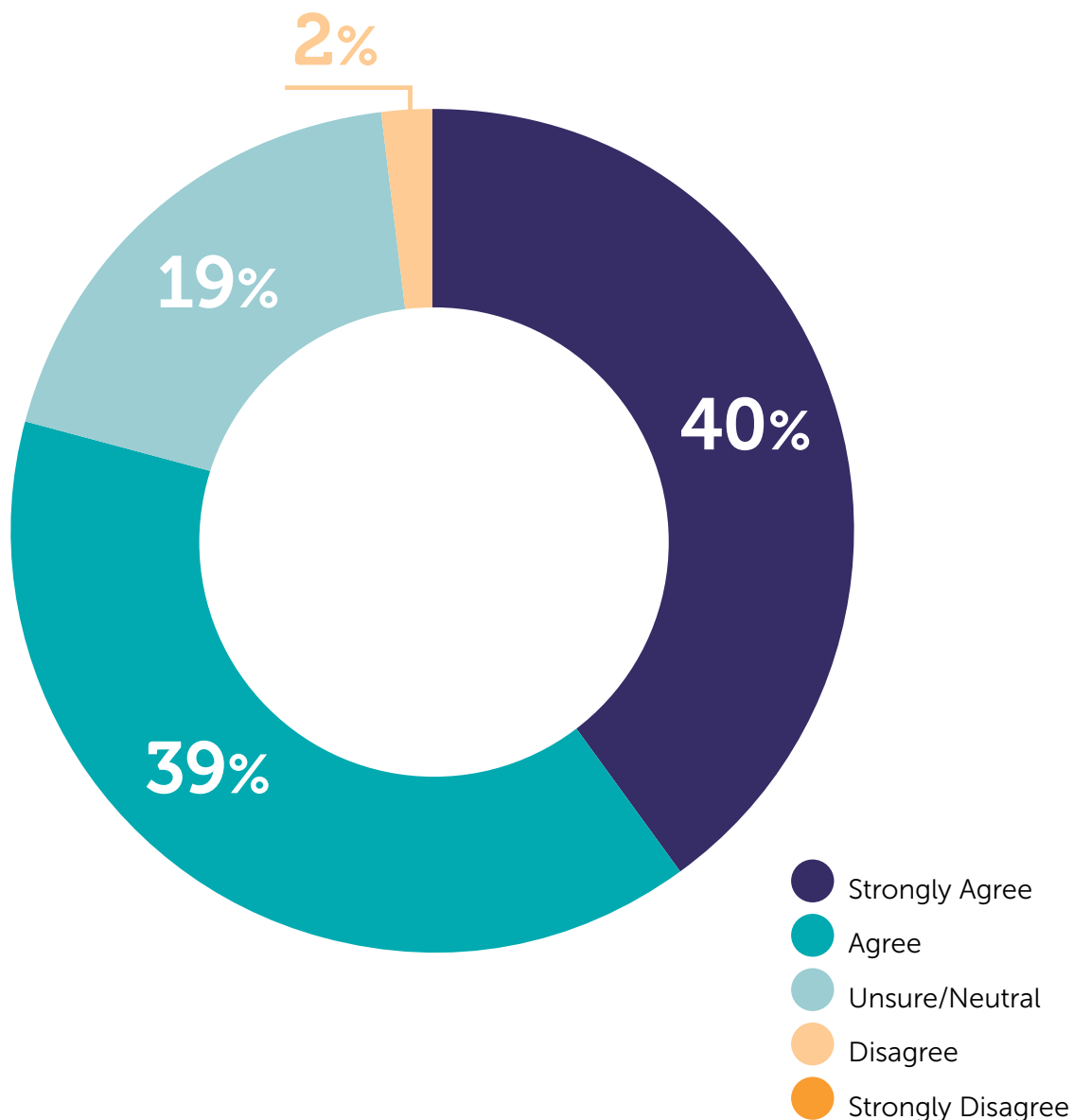
Communication with our residents and their families is a priority for us and we are always looking for ways to do better.

Throughout the pandemic, we have increased our communications to provide regular updates to our MCT community regarding Government Directives, changes to visitor requirements and general support available.

“ I think your Management, Nurses & Carers have done a wonderful job caring for the Residents, during very difficult times. I am very grateful to all. Thank you. ”

Question 5.

I feel confident that the staff are aware and practising adequate infection control procedures at MCT.



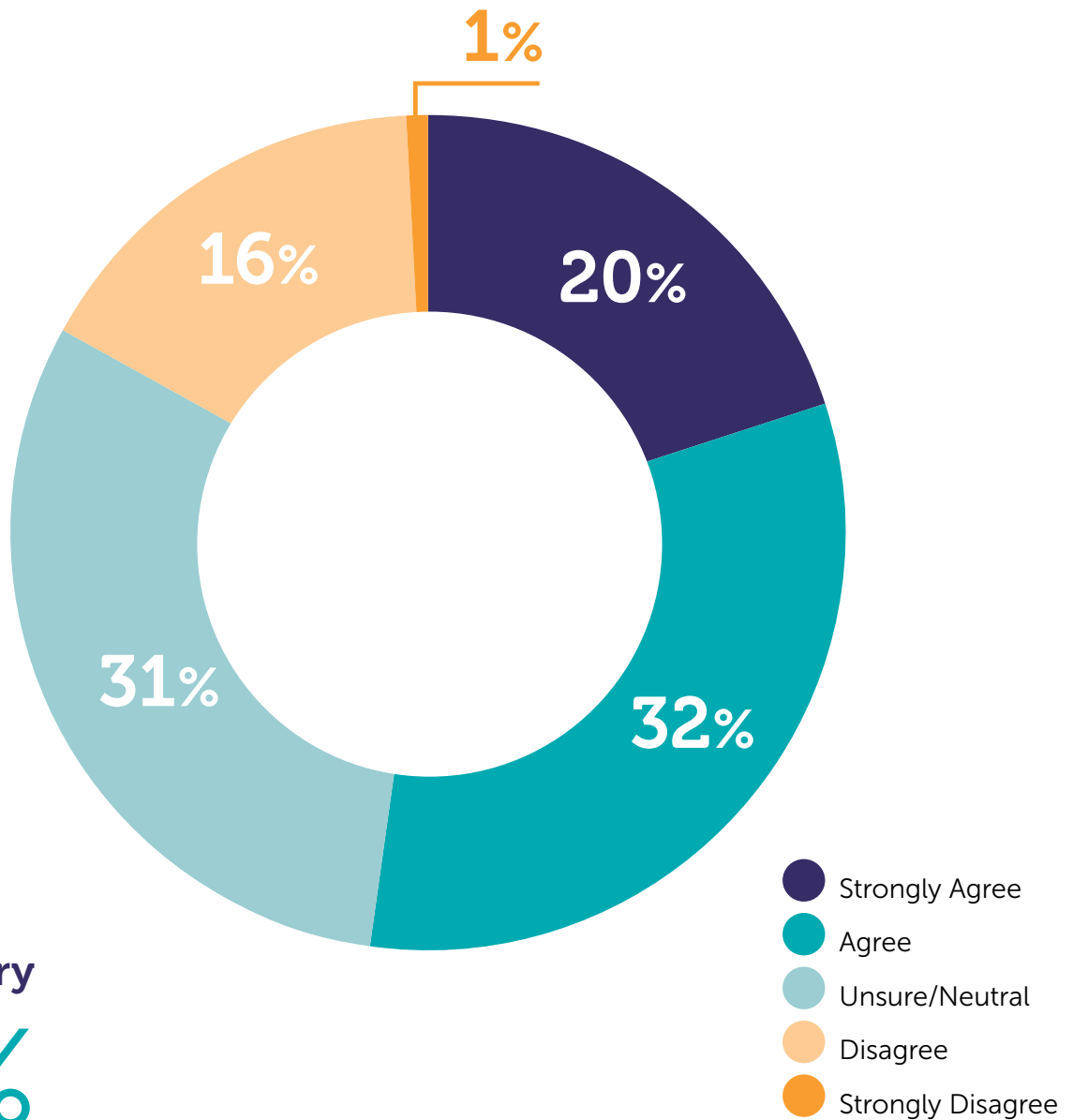
In summary

79%

of respondents feel confident that the staff are aware and practising adequate infection control procedures at MCT.

Question 6.

I would like to have more communication from MCT about what is happening within the home.



In summary

52%

of respondents feel they are well informed about what MCT is doing to control COVID-19.

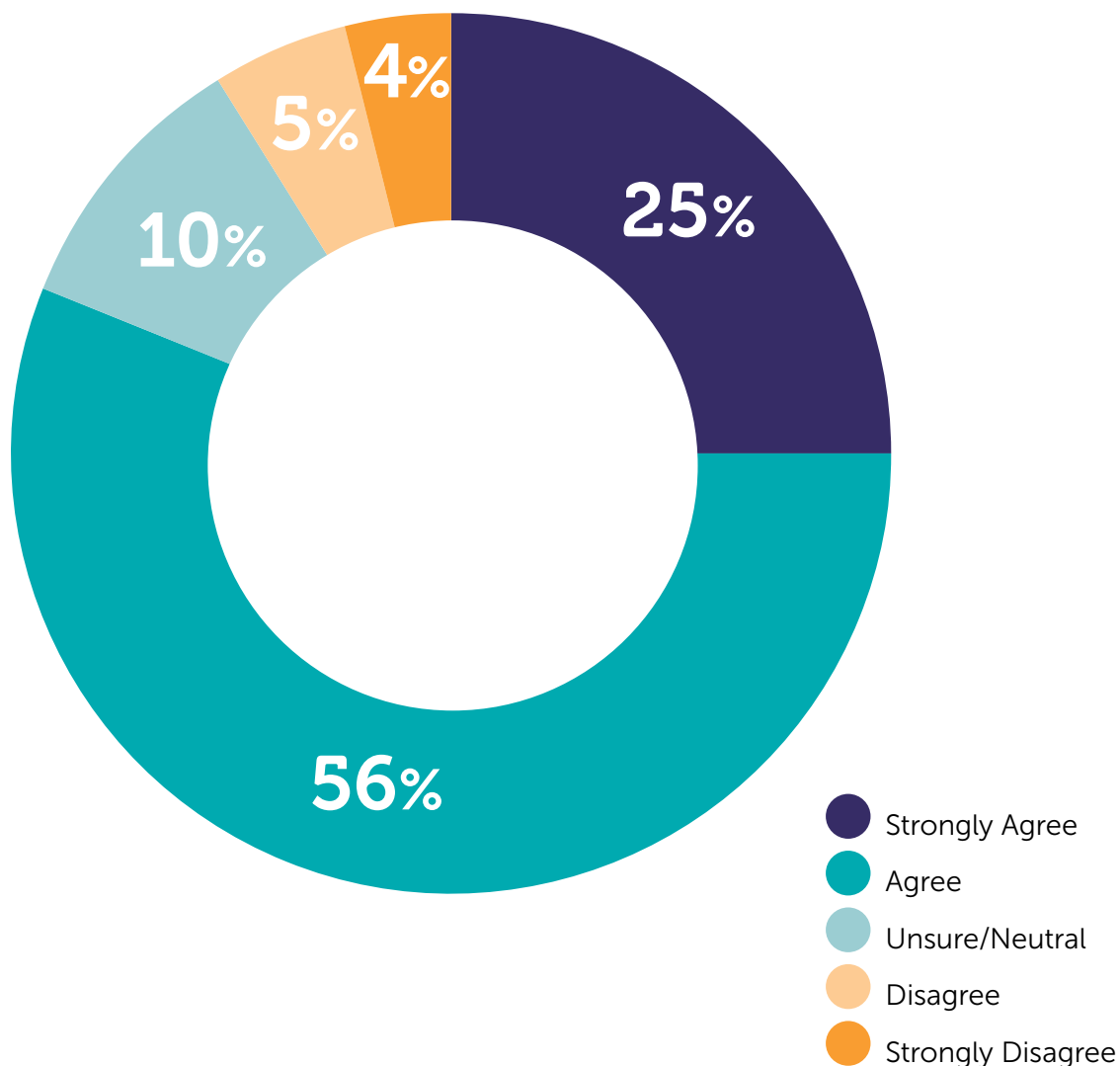
We were particularly interested in the feedback for this question and the narrative responses that were provided. This provided us with a great deal of insight and information from which to learn.

We are constantly exploring new communication platforms and opportunities to broaden current modes of contact with families to keep them informed and connected with MCT.

“ We would like to see more technology assistance to help elderly patients to better navigate Skype/Messenger/WhatsApp etc. ”

Question 7.

I am satisfied the information I receive from MCT is delivered in a timely manner.



In summary

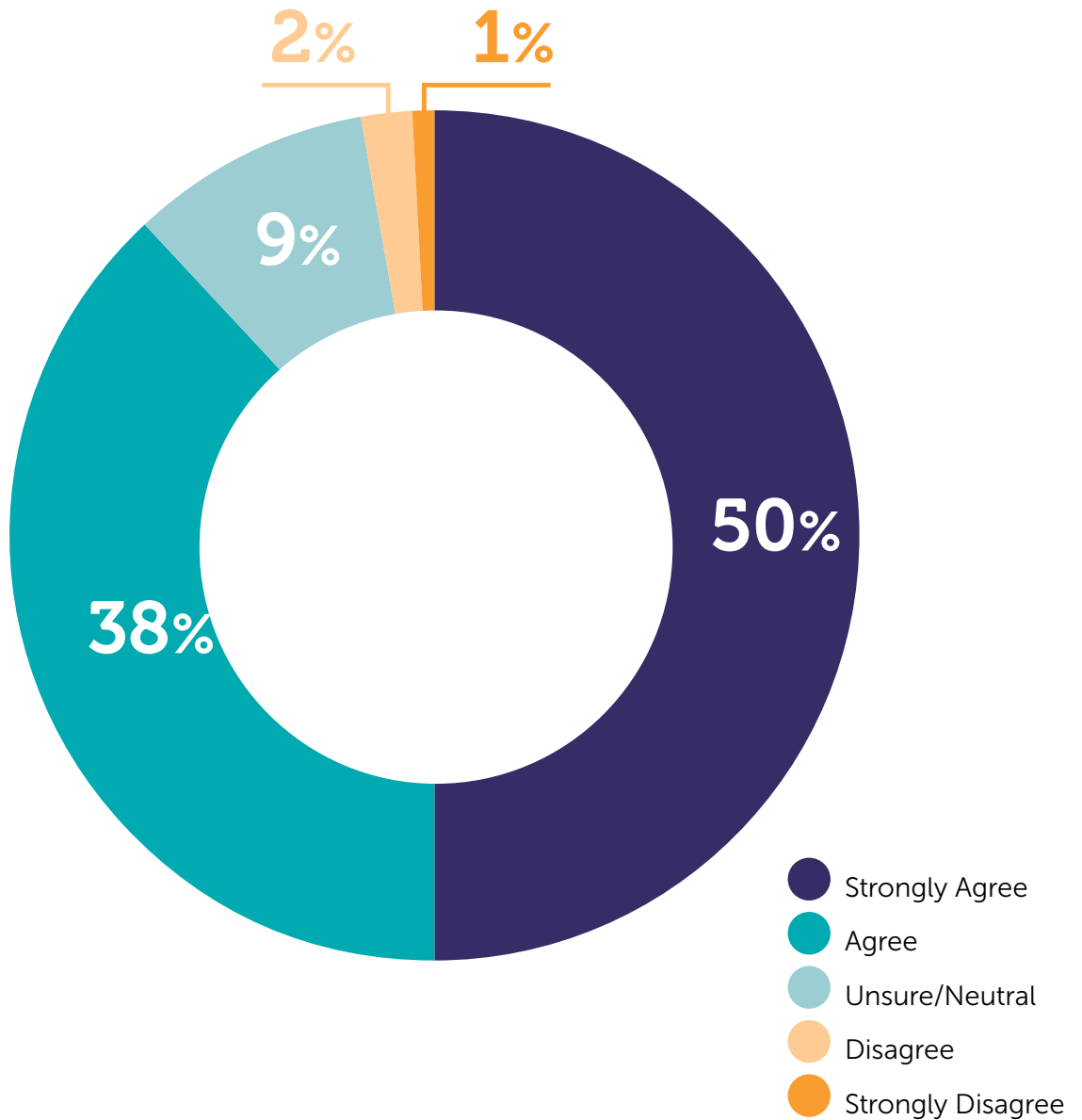
81%

of respondents are satisfied the information they receive from MCT is delivered in a timely manner.

“The use of FaceTime or similar medium is a wonderful innovation to keep the families in touch with their loved one. The staff have been excellent in making it happen regularly.”

Question 8

I have confidence in MCT's response to this COVID-19 pandemic.



In summary

88%

of respondents feel they have confidence in MCT's response to COVID-19.

“ We think MCT is doing a very good job considering how quickly this happened without time to prepare in advance. WELL DONE!! ”

Conclusion.

We would like to thank you for providing your feedback to us. The positive results reflect the hard work and dedication of all our wonderful staff at MCT in responding to the virus.

We would also like to thank you for your ongoing patience and understanding, as you know the health, wellbeing and safety of our residents is always our priority and it continues to guide our actions throughout this unprecedented situation.



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Connect with us.



For more information and updates, please follow us on Facebook at: www.facebook.com/MasonicCare/

We encourage you to still continue speaking to us face-to-face, calling us and using the 'Have your say' form.

Feel free to also contact us directly using the email addresses below. We look forward to hearing from you!

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