

Coronavirus (COVID 19) Questions and Answers

We understand that many people who are getting help at home are worried about the Coronavirus.

Many are also wondering how the virus and the restrictions on going out that are being put in place might impact on the care they get.

We hope that the information on this Information Sheet might help answer some frequently asked questions.

Please ring and talk to us if you have other questions or concerns. We are here to help you.

Is InHome Care SA still providing services?

Yes, InHome Care SA is still providing a full range of services to the people we support.

Andrew and the office team are still available on their mobile phones and by email.

Our care staff are still out and about providing care at home and in the community.

Is it safe to let InHome Care SA staff into my home?

All our staff know how to provide services to you in a way that will keep you as safe as possible.

All staff have completed Coronavirus training and are up-to-date with infection control and hand hygiene procedures.

When staff come to see you, they will make sure their hands are clean. They will put hand sanitiser on, and wear gloves. Sometimes they might wear an apron or a face mask, but this is not usually necessary.

Staff will not be able to give you a hug, or a kiss, or hold your hand. They might stand a little bit further away from you than they usually do, but this doesn't mean they don't care about you. They just want to help you keep well.

Our staff know that they cannot come and see you if they have a cold, an ordinary flu, or an upset stomach. They can come back to work when they are better.

The staff also know that they can't come and see you if they have been travelling within the past 14 days, or if they have been told to isolate themselves, or if they have been told to get tested for Coronavirus.

Having the help and company that the staff can provide is a good thing, but if you want to change your services, you can - please have a talk with us.

Why don't the staff wear a mask and a gown to every visit ?

Current medical advice tells us that the best way of protecting against Coronavirus is to be very careful about washing and drying hands, keeping surfaces such as sinks, benchtops, fridge doors and light switches really clean, and making sure to cover our nose and mouth if we sneeze or cough.

It is also important to follow government advice about limiting the number of people we have contact with, and not being too close to people for too long (except if they are helping you to shower, or to dress)

Masks and gowns are usually only helpful if we are in contact with someone who is not well.

Some of our staff will wear masks for some visits though. This might be because they have a medical condition (such as asthma), or because you do. In cases like this we want to provide some extra protection.

We do suggest you wear a mask if you are going into a busy area such as a hospital or shopping centre.

If you have questions about masks or gowns, please talk to us.

Can I go out shopping, or to appointments?

The Australian Government is suggesting that people over 70 stay at home as much as possible, to reduce their risk of getting Coronavirus.

If you have a medical appointment you can still go to this. If you need to go shopping, to the bank or to pay bills you can – but you should limit how long you are out for and only go if you really need to. You might want to wear a mask.

If you are going shopping with one of our staff and want to push the trolley the staff will be able to give you some disposable gloves to put on.

If you need shopping done but don't want to go out, staff can pick up a shopping list from you, do your shopping and bring your groceries home to you. Please let us know if you would like to arrange this sort of help.

The clubs and groups that I usually go to are closed, and my family can't visit as much as they used to – are there other things I can do so I don't feel lonely?

Yes, there are a lot of things you can do to keep active and in touch with other people while your groups or clubs are shut. Some ideas include-

- Staff might be able to visit more often, or ring you regularly. They might be able to go outside with you for a short walk or a drive if the weather is nice.
- We might be able to help you set up Greek radio, or satellite TV, or show you how to stay in touch with family using a computer or smart phone.
- Staff might be able to read, watch a movie, cook, garden or listen to music with you.

- If you have been going to an exercise group, we might be able to help you do your exercises at home.
- We have a qualified hairdresser on staff. She might be able to come out and help look after your hair , if you don't feel comfortable going to your usual hairdresser at the moment.
- We can put you in touch with other organisations as well.

Please let us know if you are feeling alone or a little lonely- we are here to help.

Where can I get support if I am feeling anxious or upset and need someone to talk to?

If you are feeling uncomfortable, worried or anxious about Coronavirus, and what it means for you or your family there are special supports available.

These include;

Beyond Blue- ph 1300 22 4636- provides general Counselling Services around a wide range of issues as well as some specialist support for people who have been feeling depressed or anxious lately, because of the Coronavirus.

Lifeline- 13 11 44- for support in times of emotional crisis or when someone is expressing suicidal thoughts.

SA COVID-19 Mental Health Support Line - [1800 632 753](tel:1800632753) provides mental health support for people surrounding COVID-19. It is available to people to maintain their mental health and wellbeing.

COVID-19 Relief Call Centre - [1300 705 336](tel:1300705336) provides information and assistance with such things as personal hardship support, accommodation support for people unable to achieve self-quarantining and accommodation for emergency services personnel that are required to quarantine but unable to do so at home. People can also email housingrelief@sa.gov.au.

Red Cross Telecross REDi service - [1800 188 071](tel:1800188071) register for a free, daily phone call checking on the welfare of vulnerable South Australians in response to COVID-19.

If you require translating or **interpreting services**, call [131 450](tel:131450).

If you are deaf, hard of hearing, or have a speech or communication impairment, contact National Relay Service on [1800 555 677](tel:1800555677).

We look forward to continuing to support you though the days and weeks ahead,

Andrew Dimopoulos and the team at InHome Care SA.