



## Caring for the carers during lockdown

Staff and residents at Manor Park Hospital have been receiving extra care during the COVID-19 outbreak. Manor Park is an aged residential care specialising in geriatric and mental health care and provides specialised care for people with dementia and other high-dependency health conditions.

Staff have been working hard during the challenging COVID-19 crisis so the management has been providing extra help and treats to say thank you.

Some live-in staff struggled with not being able to visit their own families and have felt lonely on their days off, so management had a supply of goodies such as bath bombs, face masks and nail polish for staff to pamper themselves in their time off.

Meat packs have also been provided to help reduce their weekly shopping bill, and bread and milk on hand for staff to take home so they don't have to go to the supermarket as often.

Before moving to Alert Level 3, the Manor Park had a shared lunch to thank staff for their hard work and allow everyone to debrief and voice any concerns about how moving to the next level would affect them and the residents.

For the residents at Manor Park, staff have done a great job keeping their lives as normal as possible and supporting their families who haven't been able to visit their mums or dads, husbands or wives. Some families have been concerned that their loved one won't remember them later when visiting resumes.

Staff have established ways to regularly contact families and give them updates and send videos and photos of their loved one. They are also using tablets to Facetime families for anyone who can manage it. Activities and entertainment continues by a buddy system which helps those who live there keep up with the routines they would normally do with their families.

Manor Park was among some of the first services to start restrictions similar to Alert Level 4 ahead of the rest of the country going into lockdown, and continued to adhere to them even in Alert Level 3. This added an extra challenge of keeping everyone's morale levels high, but it was a challenge they were up for.