

From: [REDACTED]
To: [Concerns](#)
Subject: uri-0019099-concern received pism : 006801255
Date: Monday 30 March 2020 17:28:53

Dear Concerns,

Currently in [REDACTED] we use Skype, emails, and phonecalls for residents to maintain contact with families and friends.

[REDACTED] set up a skype address of [REDACTED] to help reassure and facilitate communication once visitor restrictions were introduced a few weeks back.

People calling in book a time in advance so that the resident is in place, and the equipment is in place to receive the video call. With recent tighter infection controls having been introduced, the ipad is brought to their room for the call. Ipad is disinfected before and after the call.

Over the last 2 weeks, we are averaging one of these video calls a day.

[REDACTED] receives lots of standard phone calls each day which are transferred to the residents rooms. Each residents room has a phone. Most families have learned to be patient and wait for a member of staff to check in person if the resident is aware that a call is waiting for them on their room phone (some residents don't seem to hear the phone ring).

I personally monitor the [REDACTED] email for messages (at least 4 times a day). The goal is to ensure an information vacuum does not develop and distress family members. I forward emails to the appropriate staff member if I can't answer them myself. Lots of requests to read emails to their loved one, etc.

Also many requests to ensure the residents mobile phone is charged to enable communication. Many residents enjoy face time on their mobiles.

Yours sincerely,

[REDACTED]
[REDACTED]