



Churches of Christ Care

Toowoomba and Cunnamulla, QLD

Churches of Christ Care (Care) is an agency of Churches of Christ in Queensland, and since 1930 has been dedicated to providing care and support to families, the elderly and people in need. Today, Care's Aged Care Division operates 24 residential aged care facilities ranging from low care, hostel accommodation to high care, nursing home accommodation, but also supporting residents to 'age in place'.

Two of Care's aged care services will be participating in the *ConnectCare* pilot study. They are Nubeena Aged Care Services, located in landscaped grounds on the southern side of Toowoomba; and Yapunyah Aged Care Facility, which is located in Cunnamulla, 972km west of Brisbane.

Nubeena Aged Care Services is a 50-bed high care facility with registered nurses and care staff available to assist residents. Yapunyah Aged Care Facility offers low level care to residents and has care staff, but no qualified medical professionals on site.

Care makes use of a number of electronic applications including Microsoft Outlook and email and will be participating in the *ConnectCare* project by implementing a video-conferencing solution that connects the Cunnamulla site with Toowoomba.

Jeanette Evans – Director Aged Care

"The ConnectCare initiative presents a great opportunity for both residents and staff in Cunnamulla to harness broadband and video-conferencing solutions to improve their communication capabilities with staff, medical professionals and their families.

Most importantly, video-conferencing offers the potential to improve quality of care by enabling immediate nursing response and support at the actual time of an incident. Currently, our carers manage situations by calling one of our registered nurses in the Western Region and problem-solving over the telephone, but this is hindered by the fact that the nurse is not able to actually see the resident.

Through ConnectCare, we hope that residents in need will be able to be reviewed face-to-face via video-conferencing by qualified staff, not only by our nursing staff, but also by doctors and specialists who wish to be involved in their care as well.

Once this facility is up and running, we also see potential to offer the general community in Cunnamulla the chance to use our facility to consult with specialists via video-conference. The Coordinator of our Cunnamulla site will also be able to communicate with her manager via video-conference about service, management and resident issues, thus minimizing feelings of isolation.

Another benefit we hope to see is for residents to be able to use the video conferencing service to keep in touch with their distant relatives in a more personal way."