

# TELEHEALTH

## Revolutionising Residential Aged Care

### ALLIED HEALTH SERVICES WITHIN RESIDENTIAL AGED CARE

The COVID-19 pandemic highlighted the critical importance of providing accessible and adaptable allied health support to aged care residents, particularly those who are vulnerable or in regional facilities. For residents in aged care, accessing consistent, high-quality healthcare is essential to maintaining their wellbeing and quality of life. TeleHealth services have become pivotal in delivering this support, offering increased access to the appropriate allied health professionals and reducing long wait times. By allowing residents to receive care onsite, TeleHealth minimises disruption to their routines, providing essential health services without the need for travel.

At Concentric, we are an experienced national allied health provider dedicated to supporting residential aged care facilities. We understand that delays in accessing healthcare can adversely impact resident's health, wellbeing, and overall quality of life.

Our TeleHealth services bridge the gap, providing residents with tailored, evidence-based allied health advice within the care facility, wherever they may be located.

The delivery of our TeleHealth services not only improves greater access to care for people living in regional, rural, and remote locations throughout Australia, they facilitate prompt intervention in case of health concerns, reducing the likelihood of hospital admissions.

The flexibility of TeleHealth appointments can also lead to increased user engagement, adherence to treatment plans, and achievement of personalised individual goals.

Concentric can offer the following allied health services through our TeleHealth virtual platforms:

- Dietitians
- Physiotherapy
- Occupational Therapy
- Speech Pathology
- Exercise Physiology



## FACILITY-SPECIFIC EDUCATION SESSIONS BY CONCENTRIC ALLIED HEALTH STAFF

Our commitment extends beyond direct patient care. We can also deliver high-quality, facility-specific education sessions led by our skilled allied health professionals. These sessions address common issues in residential aged care and support the early identification of at-risk residents. By implementing proactive health monitoring and intervention strategies, we help mitigate emerging health concerns and work to empower your staff with practical skills and knowledge to enhance resident care and safety. Some examples include:

### Physiotherapy:

- Manual Handling, transfers and falls prevention strategies
- Chronic pain management
- Education on ways to assist residents in maintaining maximum independence
- Training for staff on helping residents mobilise and perform functional tasks without over-assisting, to prevent functional deterioration

### Dietetics:

- Nutritional strategies for managing malnutrition, diabetes and weight management
- Nutrition assessments and plans
- Meal planning and fortification techniques
- Recommendation of appropriate oral supplements

### Speech Pathology:

- Assessment and training on safe swallowing
- Communication support
- Texture-modified diets
- Dementia-friendly feeding

- Training for nursing and support staff regarding food and fluid texture modification
- Identifying warning signs for aspiration
- Best practice oral care guidelines

### Occupational Therapy:

- Instruction on cognitive strategies
- Adaptive aids for self-care
- Mobility equipment and eating
- Energy conservation techniques to enhance resident's independence

### Positive Behaviour Support:

- Managing restrictive practices
- Strategies for behaviours of concern

Concentric adheres to strict privacy and confidentiality protocols in all of our service delivery, including online protection and security of personal information.

Let Concentric's TeleHealth services bring high-quality allied health support to your residents and empower your staff with the knowledge to provide the best care possible.



**P** 1300 148 160 **E** [seniors@concentric.com.au](mailto:seniors@concentric.com.au) **W** [www.concentric.com.au](http://www.concentric.com.au)