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Pet and Aged Care Steering Group

Dear

Resident lifestyle is at the centre of everything we do at Bupa Care Services, and we understand the importance of pets and animals in our residents' wellbeing.

Many of our care homes have cats, dogs, chickens and other animals as pets for the entire facility. Our residents love the opportunity to cuddle, pat and interact with the animals, without the added stress of being solely responsible for the animal's care.

The benefits of pets and animals in aged care are numerous. That is why we do what we can to accommodate the pets of new residents coming into our care homes.

At the discretion of the General Manager, residents may bring a small domestic pet into the care home.

However, there are several considerations we take into account to ensure the comfort of all residents. These include cultural influences plus staff consensus.

We undertake a screening program of the animal that evaluates temperament and aptitude, and confirm certification of its vaccination status. As you can imagine, a care home is a unique environment for an animal and it is integral we ensure the animal is the correct fit for the home.

The pet cannot enter the clinical or catering areas of the care home and if it represents a health hazard to other residents then we have the right to review its tenure at the home.

There is a policy residents must adhere to once the pet has been accepted into the home, which includes taking full responsibility for the care of the pet.

These measures are taken to ensure the safety and comfort of all residents, however we find many pets easily integrate into life in the home, and appreciate the extra attention lavished upon them by staff and residents!

Kind regards,

Head of Quality, Risk and Compliance