### Session Plan

**Session Title:** Session 5: Family/Staff perspectives in care  
**Audience:** Family members/carers  
**Timeframe:** 45 Minutes  

**Learning Objectives**  
By the end of this session you will  
Consider the different perspectives of family members/carers and care staff on caring roles and responsibilities in residential aged care

**Session requirements**  
Computer, Internet  
Note pad and pen  
Handout 1. ‘Perspective 1’ Page 4  
Handout 2. ‘Perspective 2’ Page 5

<table>
<thead>
<tr>
<th>TIME</th>
<th>TOPIC</th>
<th>KEY POINTS</th>
<th>RESOURCES</th>
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<tbody>
<tr>
<td></td>
<td><strong>INTRODUCTION</strong></td>
<td></td>
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</table>
| 1 min | Welcome | Introduction to Study Program and Learning Sessions | Training Manual  
Preface  
Index of Sessions |
| 2 min | Learning expectations | Create a wish list on what you hope to get out of the session | Note pad and pen |

| Session | Different perspectives on care responsibilities | Take a look at Handout 1. ‘Perspective 1’ Page 4.  
Consider the scenario. Reflect on the situation from the viewpoint of the staff member.  
Placing yourself in the shoes of the staff member, write your responses to the questions listed at the bottom of the scenario on Handout 1.  
Q1. What are your needs in regard to Ben’s care?  
Q2. How can these needs be met?  
Now look at Handout 2. ‘Perspective 2’ Page 5.  
Consider the scenario. Reflect on the situation from the viewpoint of yourself as a family member/carer. | Handout 1. Perspective 1 Page 4  
Handout 2. Perspective 2 Page 5 |
Collaboration between family members and direct care staff in quality improvement of residential care services: pilot study

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Task Description</th>
<th>Notes</th>
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<tr>
<td>10 mins</td>
<td>Care staff needs in care provision</td>
<td>Create two columns on your Note Pad and write the headings ‘Care staff needs in care provision’ at the top of one column, and write ‘Family carer needs in service provision’ on top of the other column. First write down what you imagine care staff needs might be in care provision, considering the many different residents who they care for each day. Now write down what family/carer needs might be in care services, considering the many different needs of different residents.</td>
<td>Note pad and pen</td>
</tr>
<tr>
<td>10 mins</td>
<td>Meeting the needs of care staff as well as family in care provision</td>
<td>Undertaking this activity has no doubt identified the many different needs of residents. Consequently, you will probably have considered the quite diverse needs of care staff who have the responsibility to meet these different resident needs. As well, you will have identified the wide range of family/carer needs in care services. Write down your responses to the following two questions: Q 1. How can care staff and family carers best convey their thoughts to each other on having their own needs met in care provision? Q 2. How can both sets of needs can be met in ways that work best for the resident?</td>
<td>Note pad and pen</td>
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<tr>
<td>15 mins</td>
<td>Learning more about care responsibilities for people with dementia</td>
<td>Look at the ‘Questions about Dementia’ online Module 6 This can be accessed either by: • Clicking the blue ‘click here’ button (on the next page) or on the web address below (you may need to hold down the Ctrl key &amp; click)</td>
<td>Video 6 ‘How to communicate with a person who has dementia’</td>
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Write your responses to the questions listed at the bottom of the scenario on Handout 2.

Q1. What are your needs in regard to Ben’s care?

Q2. How can these needs be met?

Note pad and pen
- OR copy the web address into your internet browser and press Enter

Once you have accessed this module on the website, click on the Video link 'How to communicate with a person who has dementia’. This link provides answers to questions that many family/carers will want answers to, such as ‘How will staff know if mum is in pain or not, if she has dementia and doesn’t talk much’.

There are also videos on sensitive questions like sexuality in dementia. Take the time to look at the videos that interest you. You will find that they help you to appreciate just how much care staff can do to help your relative.

You can be a great assistance to care staff by helping them to learn more about your relative’s unique story and personality, their likes/dislikes, their care preferences and their particular needs. Providing this information to care staff will also help you in collaborating with them to plan better care for your relative and to monitor the quality of that care.

**CLOSE**
SESSION 5. HANDOUT 1

DIFFERENT PERSPECTIVES ON CARE ROLES AND RESPONSIBILITIES

Perspective 1 - Care Staff

You have recently begun caring for a new resident, Ben Hammond, as one of his primary carers. An opportunity has been offered to you to spend 10 minutes each day over the next three weeks to get to know more about Ben, establish a relationship with him and to find out what would help him to settle more comfortably into the home’s routines and living environment.

You are finding it difficult to build a rapport with Ben as he becomes verbally aggressive towards you when attempting to get to know more about his background, preferred lifestyle, food preferences and care regimens. He gets more upset when his wife Sarah leaves for the day.

Ben’s wife Sarah appears to be quite stressed about Ben’s move to the home and has been spending most of Ben’s waking day with him. Sarah is also quite terse with you and keeps on telling you the same things that you need to take care of. She does this in front of Ben, which seems to cause him to resent you even more. Sarah also advises about Ben’s care in front of him, such as the frequency of changing his continence pads. This type of advice appears to cause Ben embarrassment and he becomes argumentative following this topic of conversation.

Although you are required to obtain preferred lifestyle and care information from Ben in order to help develop his care and lifestyle plan, the process is not working well. As well, Sarah is becoming annoyed at your presence and requests that you ‘do something useful’ for Ben.

You are beginning to feel that your attempts to get to know and settle Ben are pointless.

Q1. What are your needs in regard to Ben’s care?

Q2. How can these needs be met?
SESSION 5. HANDOUT 2

DIFFERENT PERSPECTIVES ON CARE ROLES AND RESPONSIBILITIES

Perspective 2 - Family Carer

Your husband Ben has dementia and after much agonising and discussion with your children, you have decided to have Ben admitted to the aged care home. The reason you have made this decision is that he has real issues with short-term memory to the extent that you were unable to leave him to do the shopping, visit friends and care for your grandson before and after school.

Ben used to be such a capable person and now he can’t even dress himself. Sometimes he gets upset with you, but at other times he thinks that there is nothing wrong. One issue had been Ben’s incontinence and you had to do a lot of extra washing. After caring for Ben mainly by yourself for three years, as well as looking after the home and garden, you had become quite worn out and stressed. One of the consequences of Ben’s problem is that you have gradually let most of your friends go. Most of your friends did not understand what you were going through.

You were relieved to finally have Ben placed into the care home and anticipated that his need for care and attention to his continence issues would be met by the nurses and care staff. At the same time you feel remorseful that you were unable to let Ben stay living in the family home with all his familiar memories surrounding him.

The problem you now face is that what you expected of the care staff doesn’t seem to be occurring. For example, you expected that care staff would check on Ben quite frequently and make sure that he had help with being toileted at least every hour to help him retain at least some level of continence. You also expected that the care staff would make sure that Ben joined in all the activities on offer and got frequent exercise to keep up his stamina. Instead, one of the care workers seems intent on prying into Ben’s personal life and wasting time discussing his ‘preferred lifestyle’. This prying seems to make Ben irritated. You would rather that the care staff did something useful like keeping him mobile and taking him to the toilet more often.

Q1. What are your needs in regard to Ben’s care?

Q2. How can these needs be met?