Scenarios

**Scenario 1**

**Background**A support worker, Adrian has been working with a Member of Cam Can named Steve for several years. The member has a physical and intellectual disability and also suffers from loss of memory as a result of trauma from a car accident. His verbal communication is limited to a few words. He requires assistance with personal care, with eating his meals and to participate in activities of his choice in his community. Adrian has earned the trust of Steve’s Mum, who is his primary support. There are three other Support Workers working with Steve at different times but they are newer supports. All people working with Steve have been instructed by their Coordinator in relation to direct care for Steve including some specific and unique instructions that will keep Steve safe. One of these instructions is not to give Steve anything to eat in the car.   
  
**Incident**Adrian is driving Steve home after an energetic time swimming. It is later than planned as Steve was really enjoying himself at the pool and had run into a person he sees there regularly so the two were chatting afterwards. While in the car, Steve is indicating he is hungry and Adrian decides to give Steve something to eat. Steve starts choking. Adrian stops the car, runs around to the passenger side where Steve is sitting, opens the car door and pulls Steve out in order to get him into a position where he can assist Steve and stop the choking – which he did successfully. In doing so, Adrian tears ligaments in his shoulder causing serious injury to himself. Adrian contacted his Coordinator immediately for assistance as he could not move and was in pain. Adrian also caused significant bruising to Steve’s left arm and right thigh in the process of moving him from the car. Steve’s injuries are not noticed until later that evening when he is being showered by another support person who reported the bruising. Two days later, Cam Can receives a medical certificate from a doctor commencing proceedings for a Workers Compensation Claim for injury to Adrian’s shoulder.

Questions:

1. What policies does this not relate to?
2. Occupational Health and Safety
3. Duty of Care
4. Use of Motor Vehicle
5. Serious Incident
6. What things did Adrian do right?
7. Stayed on with Steve at the pool chatting
8. Support Worker attended to Steve instead of calling emergency services
9. Contacted his Coordinator
10. Responded to Steve’s desire to eat by giving him some food in the car
11. What factors led to this dangerous situation?
12. Over familiarity of Adrian in working with Steve
13. Not following instructions
14. Staying late at the pool
15. Driving too fast
16. Who should take responsibility?
17. Adrian
18. Cam Can
19. Steve’s Mum
20. Steve

Consider this: ….what should have happened.

1. It was fine for Adrian to stay longer at the pool with Steve because Steve was enjoying some social interaction with a person he was getting to know – a very rich experience for Steve and one that should always be encouraged.
2. Having worked with Steve for many years, one would have expected Adrian to know not to give Steve something to eat in the car. The support worker’s standards have either slipped or he has compromised Steve’s safety through being overfamiliar – he may have even given food to Steve to eat in the car in the past, but without Steve choking! This is not acceptable – instructions are there for a reason.
3. Steve’s life has been put at risk. The Support Worker should never have compromised instructions, even if he thought he was “being nice” to Steve.
4. Injury to the support worker could have been avoided.
5. The support worker has taken advantage of Steve’s vulnerability by not checking him for injuries and potentially one of the new support staff could have been blamed for Steve’s bruising.
6. The support worker was responsible but has taken no responsibility for his actions. He no longer works with Steve, nor with Cam Can. He has devastated Steve’s mother and as a result her trust in good support workers has diminished.

**Scenario 2**

Background

A support worker Maureen currently works at Cam Can. She supports a young lady called Sarah who has a significant physical disability. Sarah lives in her own home in the community and is supported over the whole week by a small team of support staff. The team meet weekly with the service co-ordinator to ensure Sarah’s weeks are planned so that she attends her medical appointments and her favourite activities. The team also discuss managing Sarah’s household so that the chores are shared across the team. The support staff share phone numbers as a means of sharing important information quickly, or occasionally to change the arrangements around Sarah’s support in an emergency.

Incident

Maureen works on Monday evenings with Sarah overnight. She arrives at Sarah’s home and Lucy the day time support person leaves. As Maureen reads through the notes about the day’s events on Sarah’s I pad she notices that the medication chart has not been completed, even though on inspection the medications have been dispensed. Later in the evening as she puts Sarah to bed she notices that Sarah has some soreness and pressure areas due to sitting for a long period in damp underwear. Sarah makes a note of this on the i pad for other staff to be aware of.

On Tuesday morning Lucy is due to start at 9.00am to relieve Sarah. She arrives at 10 am and although apologetic she asks Sarah to keep it quiet and not let the service co-ordinator know. Over the coming weeks Lucy’s performance at work continues to be erratic. She is late and does not maintain all of her allocated chores. Maureen also receives a call from another of Sarah’s team complaining about Lucy. She doesn’t want to talk to the service co-ordinator either in case Lucy finds out and retaliates. Maureen has increasingly noticed that Sarah’s medication and continence management are not being completed on the days that Lucy is supporting Sarah. Maureen is thinking about raising the issues at the team meeting.

Questions:

1. Who or what does Lucy’s poor behaviour impact the most:

* Sarah’s health
* The management of the household chores
* Maureen’s role at work
* Sarah’s team

1. Please identify the main problem outlined in the scenario

* Lucy’s behaviour
* Communication
* Confidentiality
* Sarah’s pressure areas

1. Confidentiality means

* Never sharing information about the people we support without their knowledge or consent
* Protecting our work mates from getting into trouble.
* Sometimes sharing information with others to keep a vulnerable person safe
* Keeping things quiet

1. What steps should Maureen take now:

* Contact her service co-ordinator immediately and share her concerns
* Wait until the meeting and discuss the issue of Lucy’s performance
* Call Lucy and let her know she is doing a bad job and needs to improve.
* Call the other team member and discuss the problem of Lucy together

**Scenario 3:**

Dave is a support person who is engaged to support Michael to access his local community and to make connections. Michael has decided going to a local church group on a Friday afternoon is a great safe starting place for him as he regularly attends the church and is familiar with a few of the group members. Michael needs support to enter new places, but also needs assistance with introductions and keeping conversations going. Michael can get very anxious at times and if overwhelmed will leave the situation.

Incident

This Friday afternoon Dave arrives to pick up Michael to take him to the church group. As they drive there Dave chats to his girlfriend on his mobile. It appears they are fighting and not getting on. On arrival Dave leads Michael into the group, but then goes outside to have a cigarette. He spends a good part of the session outside on the phone. He comes into the church at the end of the session and finds Michael pacing back and forth at the back of the room. Some of the group members show some concern for Michael but are unable to engage with him. On the way home Michael says he does not want to go back again. After he drops Michael home Dave rings Michael’s co-ordinator and reports that the visit did not go well.

Questions:

1. Is the choice of attending the church group a good one for Michael?

* Yes people who attend church are usually very welcoming to all people, including people with disabilities
* Yes it is Michael’s choice
* No, Michael is not ready. He needs more practice to attend and participate in groups
* Yes it offers a supportive environment, with familiar people and was identified by Michael as being a place to start connecting to others.

1. Dave performed poorly in his role as support person. How?

* He drove distractedly and dangerously, talking on his mobile.
* He smoked cigarettes whilst he was supporting outside the building
* He did not provide the support to Michael he was engaged to
* All of the above

1. Could Michael have been better prepared for his first visit to the group?

* No if Dave had done his job better it would have been fine.
* Yes Dave could have some a little research into who was at the group and how it runs, or found a familiar group member to provide extra support to Michael over his first couple of visits
* No, no one could have predicted Michael’s behaviour
* Yes Dave could have let everyone at the group know about Michael and his issues.

1. What is the possible impact of Dave’s behaviour?

* Michael’s image and dignity is damaged by his anxious behaviour
* Michael may be less willing to try new things
* Michael may choose not to be supported by Dave anymore
* All of the above

**Scenario 4:**

Mary is 18 years of age and lives at home with her parents. She has a mild intellectual disability. Mary is keen to gain her Learner’s permit. She has seen her siblings gain theirs, learn to drive and eventually move out of home. Mary dreams of getting a job, getting her licence and her gaining her independence too. Mary’s interests lie in swimming and walking her dog. Mary is supported by two young support workers, Rose and Lilly.

Incident

When Lilly supports Mary they spend their time window shopping at the local shopping centres, looking at pet stores or attending the aquarobics class at the local pool with mainly senior citizens. Lilly feels she is doing a great job at linking Mary to her passions,

Rose on the other hand has been working with Mary on getting her learner’s permit and learning to drive. Recently Mary asked Rose if she could Rose’s car for a drive. Rose is very keen to support Mary in pursuit of her goals.

1. Cam Can’s values state that people with disabilities belong in the community and that

Communities benefit from active involvement of people with disabilities. What statement best reflects Lilly’s support of Mary?

* Lilly is connecting Mary to her passions in her local community
* Lilly has thought about Mary’s passions but needs to think more around where these activities will lead in terms of friendships and employment
* Lilly should link Mary up to a local swimming group for young people with disabilities
* Lilly should invite Mary to have coffees with her and her friends

1. Rose has been working hard to support Mary in her goals of learning to drive. It is now time for Mary to start practising. Mary is keen to drive Rose’s car. Rose does not want to use her vehicle. What should Rose do?

* Tell Mary know she is not ready now but maybe later?
* Lie to Mary and tell her that the car isn’t roadworthy
* Say yes to Mary as she doesn’t want to dampen her spirit or enthusiasm
* Let Mary know that she isn’t comfortable to use her car but will work out how to move to the next stage of driving together by discussing the issue with her co-ordinator and Mary’s parents.

1. Sometimes it can be difficult to know your role as a support person. The best way of finding out is to

* To ask the person you are supporting and follow their lead
* Think of ideas yourself and try them out?
* Share your ideas, and the knowledge you have of the person you support, with your co-ordinator, and plan together
* Your role is community connection

1. What are the best ways SW can connect members to the community

* It depends, sometimes it is best to link members to other activities with people with disabilities
* Linking the person with activities and people related to their passions and interests
* Attend activities that are in the person’s local community
* Introduce your member to as many people in the community as possible

**Scenario 5**

Tom supports Theresa a young mum with after school activities for her son Paul. Theresa has three children. Two of the children attend a primary school that is approximately 30 mins from the family home and Paul, who is 7 years old and has autism attends the education support unit at another school. Theresa’s husband works away and is often not around to support Theresa over the week. Theresa relies heavily on Tom to pick Paul up from school two nights a week at 3pm, take Paul to his swimming class, support him there and then bring him home for a shower and tea.

Incident 1: Theresa receives a text message from Tom at 2.45pm saying he can’t make it to work that day. Theresa is frustrated and stressed and she cannot pick all three children up at the same time, and Paul won’t be able to make his swimming class.

Incident 2: Tom also works with another family locally. This family also have a son with autism, Derek. Recently the family utilised some of their funding to purchase some camping equipment to enable Derek to go away on camping holidays with his cousin and uncle. Tom suggests to Theresa that she should use some of her funding to go on a holiday.

1. Please identify the main problem/s outlined in the scenario

* Tom’s communication and confidentiality
* Derek using funding for camping equipment
* Theresa’s husband working away when his family is under stress
* Tom working with two families

1. What was wrong with Tom’s communication with Theresa?

* Tom did not call the school to arrange Paul getting the bus
* Tom sent a text message to cancel his support, without sufficient notice
* Nothing, Tom did his best
* Tom didn’t let his co-ordinator know he wasn’t able to support Theresa

1. If Tom thought that Theresa may be interested in camping equipment, should he speak to her about it?

* Yes, if one child with autism likes camping then another certainly will
* Yes, support workers should always give ideas to families
* No, Tom should talk to the Coordinator first who can then assist the family to use their funding to best meet their needs.
* No, Paul doesn’t like camping

1. Cam Can believe that confidentiality is a non-negotiable when working with member. Why is it important?

* People don’t like talking about disability.
* If you share other people’s information you are less likely to be trusted.
* Each person’s circumstances are different.
* The wrong people may find out

Scenario 6

Tess is a new support worker for Cam Can. She is a young student and she hasn’t had much experience working with people with disabilities before. She has met her service co-ordinator Julie a few times and has been introduced to the family she is going to support. Lucy is Tom’s mum, and Tom is a 6 year old little boy with Cerebral Palsy. He is nonverbal and uses an electric wheelchair for mobility. He is quite tall for his age, and requires support in all areas of self-care. Tess’s role is to help with the family’s morning and evening routines, with meals and getting Tom ready for school and for bed.

Incident

Tess arrives at the family’s home, just as Tom is being dropped off by the school bus. Lucy is busy with her two younger children. Tess assists Tom to come inside and have some afternoon tea.

It is time for Tom’s bath and Lucy suggests that Tess pick up Tom and carry him to the bathroom. This involves lifting him from his chair, up a flight of stairs and then lower him into the bathtub. Tess is uncertain of what to do. Lucy insists that all the other support workers do it! Tess doesn’t want to lose her job, or be difficult but she is uncomfortable around doing this.

Question 1.

Tess is unhappy and unable to carry Tom up the stairs, she wants to raise this issue with someone who should she contact.

1. Operations Manager for Cam Can
2. Lucy, Tom’s mum
3. Tom’s teacher when she drops Tom @ school
4. Julie, Tom’s co-ordinator

Question 2.

In Tessa’s induction Tom’s Coordinator was clear around areas of Health and Safety. Which area do you propose applies to the above scenario?

1. Support workers must adhere to Cam Can Inc. Occupational Health and Safety guidelines, taking into consideration the due care to protect their own safety and health at all times. Support workers must avail themselves to the safe manual handling and back care procedures provided by Cam Can Inc.
2. Support Workers must report all hazards, accidents, incidents and injuries to the organisation on the appropriate forms (available at the office) within 24 hours and follow Cam Can Inc.’s procedures on the Identification and reporting Hazards and accidents.
3. Support Workers must exercise all due care and attention when responsible for administering medication and follow Cam Can Inc guidelines and policy and procedures for the administration of Medications.
4. All of the above

Question 3.

Lucy has requested Tess complete night routine of Tom which includes lifting him up stairs to the second storey to bath him. Tess knows she will struggle to accomplish this task without putting Tom at risk and herself. Which scenario best explains the ideal situation in which this situation should be handled.

1. Tess does not bath Tom that day however she brings his clothes down stairs and changes him ready for bed.
2. Tess and Lucy lift Tom together and carry him upstairs to the bath , ensuring they are adhering to the safe handling guidelines and procedures provided by Cam Can specific to Tom’s needs.
3. Tess should say she feels unwell and needs to go home, leaving Lucy unsupported at this busy time, however Tess has successfully looked after her own safety and health and avoided potential injury.
4. Tess will do as she has been told and complete Tom’s end of day routine as she is young and will be able to struggle through and she does not want to upset or put further stress on Lucy.

Question 4.

When Tess started with Cam Can an induction process was completed by Tom’s Coordinator. How should this induction looked like in regards to Tess being advised of appropriate Care for Tom?

1. Tess was provided with a global induction to Cam Can, Julie the coordinator provided Tess with a overall handout that includes all do’s and don’ts of support work without any individual facts regarding Tom. This ensures all support workers can work with all Cam Can’s members if required.
2. Tess turned up on her first day working with Tom at the address provided by Julie following her successful employment with Cam Can. Lucy Tom’s Mum did all relevant training and Tess has not yet seen Julie again since her interview.
3. Tess was introduced to Tom and Lucy to ensure they all got along well, Tess did a couple of Buddy times with the other person who supports Tom. Tess was provided information about Tom’s personal Care guidelines and likes/dislikes. Tess also received a call from Julie following both her buddy times and her first support times working with Tom independently.
4. Tess is introduced by coordinator to Tom and Lucy, Tess was emailed details regarding Tom and then left to work with the family. Coordinator stated to Tess she will catch up with Tess after the first month to see how things where running.

**Scenario 7**

Michael is supporting Jim, a young man of 25 years, who lives on his own in the community with support. Jim is a heavy set fellow with limited language skills. At time s Jim can become quite frustrated and can hit out at his support staff. Michael has been working with Jim over a few months, supporting Jim to go for walks at his local beach. This involves driving Jim to the beach, encouraging him out of the car, going for a walk and then stopping for a milkshake at the beach café, then driving home.

On this occasion Jim is a little unsettled as they set off. After the beach walk they discover the café is closed. Jim becomes more upset, and as Michael and Jim drive home Michael attempts to grab the steering wheel and to hit Michael around the face.

1. Michael received a small scratch to his nose but no bruising in the incident.  There was no car accident and no damage caused to property.  What action should Michael take?

1. Reprimand Jim when they get home
2. No action required
3. Communicate the incident to his Coordinator
4. Make sure that he restrains Jim next time they are in the car

2.How could Michael have avoided the incident?

1. When recognising that Jim was upset, Michael could have done something else with Jim at the beach until he calmed down enough to go driving in the car
2. Called his Coordinator for advice or suggestions before getting into the car
3. Picked up on the indicators that Jim was unsettled before they left home and gone for a walk locally, avoiding having to drive in the car
4. All of the above

3.Which of the following is not a reportable serious incident?

1. serious illness of a person with a disability as a direct result of their long term condition
2. the death of a person with a disability who is a current service user
3. serious physical injury of a person with disability
4. abuse or neglect of a person with disability who is a current service user

4.Who was at fault?

1. Jim because he knows he should not misbehave in the car
2. Michael, because he didn’t pay attention to Jim’s mood
3. Michael because he should have had Jim in the back seat
4. The Coordinator because they didn’t call Michael before he and Jim departed for the beach

**Scenario 8**

Rebecca is a lady in her mid-50’s who lives on her own in a small unit. Rebecca has Multiple Sclerosis and requires support for personal care and to manage her domestic chores. Megan is one of Rebecca’s support staff. Rebecca and Megan get on well, and Rebecca enjoys Megan’s company. They often chat as Megan supports Rebecca through her daily routine. She is a single mum of three children and works during school hours. Megan is currently struggling with her ex-partner, and one of her children is struggling at school. Megan has no family support.

Incident

Megan has begun to come to Rebecca’s place and talk about all of her issues. She is concerned for her own and her children’s safety and with managing her budget. Megan is dropping hints that she needs more work. Rebecca is feeling overloaded with the information and is feeling pressure from Megan, to offer her more support hours. In addition Megan has been increasingly arriving late to Rebecca’s and leaving early.

Question 1.When working in a support worker role like Megan it is correct to:

1. Not disclose information about her personal life at any stage to Rebecca.
2. Talk to Rebecca about your daily life being very mindful not to overload your problems onto her.
3. Freely talk to Rebecca about your private life asking for her assistance if you are not coping with what is happening.
4. Involve Rebecca in all aspects of your private life and when personal dramas happen look to Rebecca to support you like you support her.

Question 2:

If a support worker like Megan has a change in circumstances and is seeking more hours of work who should the member approach with this enquiry?

1. CEO of Cam Can
2. The person you are supporting ie. Rebecca
3. Rebecca’s Service Coordinator
4. Family members or close friend of Rebecca who may be able to help you secure more hours

Question 3:

If Megan is struggling in her private life and it is starting to affect her work should she?

1. Talk to her service coordinator about issues being faced and how it may have an impact on the person they are supporting so suitable arrangements can be made with member, support worker and coordinator to lessen the impact on the member she supports.
2. Apologise for being late again whilst making a cuppa for the person being supported whilst crying and explaining the latest situation that has occurred.
3. Being late is not a big deal the person understands that at present it is a stressful time for her.
4. Not tell her coordinator but keep the person she supports informed and call in sick whenever there is an issue as better to have to replace her then continue being late.

Question 4:

Rebecca is sad for Megan however supporting Megan in this hard time is really impacting Rebecca in a negative way, should Rebecca?

1. Keep supporting Megan without talking to anyone as good support workers are hard to find.
2. Chat to her family and friends about giving Megan more work and keep letting Megan be late and trust that the situation will pass and improve going back to how thing were.
3. Discuss the impact of Megan situation on her with coordinator so they can all work together with Megan and Rebecca to ensure Rebecca is supported correctly and Megan is able to deal with issues with minimal impact to Rebecca, thus ensuring Rebecca does not lose Megan as a support nor her friendship.
4. Stop engaging with Megan and just let her do her job, if Rebecca ignores situation it will go away.

**Scenario 9**

Richard is a young man with autism, who lives at home with his parents. Richard is keen to work part time and earn some extra cash for himself. He recently secured a round to deliver pamphlets in his local area. Richard needs support to follow a map and to stay on task. David is a young support person who has come on board to help Richard on his delivery round. He has spoken with Richard’s co-ordinator, Mary on several occasions to discuss how best to support Richard.

Incident: Richard and David are out delivering pamphlets one morning, when Richard collapses on the street. David races over to help him and although he is breathing, Richard is unconscious.

1. David panics he does not have any first aid knowledge. What does he do?

* Call his co-ordinator Mary and find out what to do
* Wait to see if David recovers, he doesn’t want to get into trouble for not having his First Aid Certificate
* Call the Emergency services immediately
* Call Richard’s parents to see if this has happened before, and what to do

1. David is new to supporting people with disabilities and is learning around connecting people to community around their passions. Now that Richard has had an accident out in the community…..

A he should stop doing the pamphlet round it is too risky. He needs to be in a safer environment.

B. David should discuss emergency procedures with Mary in case this happens again

C. Richard continues on as before, delivering pamphlets with Richard

D Both A and D

1. The incident has left David feeling a little nervous and he is unsure about completing the next pamphlet delivery round. What should he do now?

A Contact Mary the co-ordinator and discuss his concerns and develop a plan on how to address them.

B Call Richard’s parent’s and discuss the issue with them.

C Leave it for a while and see how things go the next time

D Call in sick for the next session.

1. Which of the following values is best reflected by Richard’s part time job

A Every person has the capacity to contribute

B People with disabilities have authority over their own lives

C Communities benefit from the active involvement of people with disabilities

D All of the above

**Scenario 10**

Denise is an older lady with a mild intellectual disability. Denise lives alone in a small unit, and receives support over the week to connect her to her local community. Denise is supported by two support staff Mildred and Ethel. Both of these ladies are more mature, and enjoy similar interests to Denise; walking, swimming and a love of coffee.

Incident

Mildred is out shopping one day when she sees Denise out with Ethel. Denise is dressed in a very bright dress that is very short. They are having a coffee together and Mildred notices that Denise‘s short dress reveals her underwear. At the same time Ethel is talking on her phone with her body turned away from Denise. Mildred completes her shopping but as she leaves she notices that Ethel is still talking on her phone and ignoring Denise.

Questions:

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1. Which of the following is not likely to influence the public perception of Denise:

* The length of Denise’ dress
* Ethel having her body turned from Denise
* Ethel talking on the phone while sitting at a table with Denise
* Denise wearing a very bright dress

2. How could Ethel have better performed her role of support worker?

* By ensuring Denise was dressed appropriately and not in a way likely to draw negative attention
* By turning off her phone while supporting Denise
* Engaged Denise in conversation, while facing her
* All of the above

3.  Many Cam Can members have several support workers, who combine to make a team. As an individual, a support worker should:

* Do your best to support the member while you are with them only
* When you see something a fellow worker could do better, you should point out their deficiencies in that regard.
* Explain to the member that they deserve better quality of support
* Raise any concerns about fellow workers with the service coordinator in a discrete and respectful manner.

4.What could Mildred have done at that time?

* Told Denise she should wear less revealing clothing
* Insist Ethel get off the phone and engage with Denise
* Sit down with Denise and Ethel and begin a brief conversation that includes all three of them
* Avoid Denise and Ethel’s gaze and leave the area as soon as possible