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**CARE SUPPORT**

**LEARNER RECORD**

**70%**

**MODULE NAME & CODE**

**CARE SUPPORT**

**5N0758**



**LEARNERS NAME: \_\_\_\_\_\_\_\_Happines Malinga\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**COLLEGE NAME: COLAISTE IDE COLLEGE OF FURTHER EDUCATION**

*The Learner Record Contents page.*

1. The Health Service Executive (Mark 20%)
2. The Role and Responsibilities of the Healthcare Assistant (Mark 10%
3. Diversity Awareness in a healthcare setting (5%.)
4. Reflection on working with The Multidisciplinary Team (Marks 10%)
5. Observations on the experience of receiving guidance and direction, and giving and receiving feedback & record keeping. (Marks 10%)
6. Reflect on your workplace and your personal effectiveness as a care worker Include your strengths and weaknesses. Explore the need for personal planning and growth, and plan strategies to improve own personal development (Marks 15%)

**Learner Record 70%**

**The Health Service Executive**  **Mark 20%**

**(Please provide detailed paragraphs for this section)**

Give an overview of the HSE please include:

* Discuss the History of the HSE
* Discuss Its mission statement.
* Is it Public, Private, Charitable Organization? Discuss
* Discuss what is does and who it caters for
* Discuss Primary, Secondary and Tertiary Care

***HISTORY OF HSE***

*The health service executive was established by the health Act 2004. Is the publicly funded healthcare system in the Republic of Ireland, responsible for the provision of health and personal social service. It came into operation on January 1st, 2005. The Irish healthcare system is a two-tier system consisting of both private and public sectors. The private sector means that people can have private health insurance and pay for care and be attended to private clinic and hospital, which usually have shorter waiting time for an appointments and treatment. The public sector is run by the Health Service Executive (HSE) and is funded by general taxation. Everyone resident in Ireland is entitled to receive healthcare through the public health system. There is charitable organisation funded by HSE, such as Alzheimer’s society of Ireland, Care Alliance Ireland, Focus Ireland, Disability Federation of Ireland, and Family Carers Ireland. The HSE’s mission is to ensure that the people in Ireland are supported by health and social services, and that they can get safe, compassionate, and quality care when they need it.*

*The primary care health and social care services is all the health or social care service that you can find in your community. Outside of hospital it includes GP’s, public health nurses and range of other services. They provide a single point of contact to the system.*

*Secondary or Tertiary care is focused on acute care services, maternity and speciality services and is primarily hospital based. Chronical care involves all the ongoing care provided in long-term residential settings and homes.*

*The Health Information Quality Authority (HIQA)*

*The health information quality authority was established under the health Act 2007 it is the independent body which reports to the Minister for health and work closely with the Minister of Children and Young Affairs, the health information quality authority’s role is to develop standards and inspect health and social care facilities to monitor and protect vulnerable clients by ensuring that the service providers are compliant with legislation and national standards. HIQA can require changes to be made in line with recommendations from previous inspections to ensure the best quality of care. it can also carry out an. inspection if there has been a complaint about a service provider.*

*These are the following inspections, registration inspections it carried out when the service has applied to register or re-register a centre. Announced inspections the centre will be aware of the inspection date. unannounced inspections the centre will be unaware of this inspection until the inspection turn up at the door.*

***Notes on the Procedures for safeguarding privacy an dignity of the client & caring for the clients property***

***Reporting and record keeping skills that respect the privacy and dignity of the client.***

*When record keeping and recording the HCA should:*

* *Ensure that all documentation is accurate and sufficient as inaccurate and insufficient documentation can impair proper diagnosis and treatment and may result in damage to the person under care.*
* *The key to good reporting is brevity and clarity.*
* *Documents in ink do not use pencil.*
* *When making corrections do not obliterate the old entry. Draw one line through it so it remains legible and add the correction. Note the reason for change and date time the correction.*
* *Ensure all writing is clear and legible. Include time, dare, and signature on all entries.*
* *Document all injuries involving the client immediately and notify supervisor.*
* *Enter only unbiased statements. For example, do not record judgmental statements such as the client is lazy.*
* *Ensure to use specific terms. Instead of saying “clients appear confused,” document specific behaviors you observe indication confusion i.e. “The client not aware of the date: does not recognize family when they visit.*
* *Keep handovers precise, short and to the point.*
* *Stick to the facts.*

***The importance of reporting appropriate client information***

*When caring for a client you must*

* *Report any changes in the client’s condition to your supervisor immediately.*
* *Monitoring the client’s intake of foods/ fluids/ Bowel movements constipation diarrhea/ urine color can indicate if the client is not drinking enough fluids.*
* *Vital signs/ Temperature/ Blood pressure/ pulse*
* *Skin condition/ observe for pressure sores, ulcers.*
* *Mental status for example is they forgetful or confused.*
* *Mobility: are they mobile and are they getting enough exercise?*
* *Listen to the client and report any changes immediately.*

*Report any incidents and any potential incident which may compromise the health and safety.*

*If a client falls or trips in your care or if you think that the client is not fit to go on an excursion or to a day care center, you must report this to your supervisor.*

***Details to be included in the Incident Report.***

* *Time & Date*
* *Name/contact of the effected party.*
* *Facts, only say exactly what happened, no speculation.*
* *Name and contact details of witness.*
* *Details of injuries and affected areas.*
* *Information on circumstances leading up to the incident.*
* *Type of treatment if necessary. Sought doctor, first aid, or and hospital.*
* *Contact name of next of kin.*
* *Reported the incident too.*

***Basic rules for a HCA to consider protecting the client’s privacy, dignity and to ensure confidentiality.***

* *Never discuss the client’s condition/medical details with other clients or outside of the work environment.*
* *Do not give report within earshot of the public.*
* *Ensure you take all enquiries to a trained nurse.*
* *Always try to obtain information in a discreet manner i.e., do not ask client about bowels movements in front of a room full of people.*
* *Particularly when working in homecare make sure you keep all the client’s records/worksheets/timetables confidential and safe.*
* *There may be times when a client expresses themselves, they feel depressed or suicidal. This information may need to be passed on to your supervisor/doctor/nurse. In this case the confidently clause may be broken if you feel the client may be harmed.*
* *Firstly, try to persuade the client to tell the supervisor/doctor or nurse, if the client refuses you should inform the client that you must inform the supervisor/ doctor or nurse.*

*REFLECTION ON HEALTH SERVICE EXECUTIVE (HSE)*

*Health service executive is responsible for providing health and personal social service for everyone in Ireland which is essential for everyone who cannot afford health care service, it provides a peace of mind to my people and elderly people.*

**The Role and Responsibilities of the Healthcare Assistant Mark 10%**

**(Please provide detail paragraphs for this section)**

Please discuss the role and responsibilities of the healthcare assistant. Please give examples.

* The Role of the Healthcare assistant
* Maslow Hierarchy of Needs
* Assisting clients with their Activities of Daily Living
* Discussthe Skills, Qualities & Qualifications required of the Healthcare Assistant

**THE ROLE OF THE HEALTHCARE ASSISTANT**

***The role of the healthcare assistant*** *is to deliver care to a client under the supervision of a registered nurse /midwife/public healthcare nurse as appropriate.*

*Being a healthcare assistant requires qualities such as personal skill, interpersonal skills, and practical experience.*

***interpersonal skills*** *include being able to a team member, good listening skills, good communication skills (verbal/non-verbal, body language, eye contact, tone of voice, miscommunication) respectful and able to co-operate.*

***Personal skills*** *include empathy, kindness, honest, companionship, caring, reliable, confident and empowerment.*

***Practical skills*** *include hand hygiene technique, manual handling movement, using the equipment such as hoist, wheelchair, commode and walking frame, first aid.*

*As a healthcare assistant I assist the client with her* ***activities of daily living****. When helping her I apply the* ***Maslow Hierarchy*** *needs when talking care of my client, which include physical needs, social needs, psychological/emotional needs, spiritual needs, and social need. I assist my client with physical needs every morning which is washing and dressing, nutrition needs, safe environment, exercise and change of position/ pressure sore prevention. Help her with mobility, when she’s walking with her walking frame, I will walk beside her. I prepare meals for her, when she’s eating and drinking, I sit beside her to make sure she doesn’t chook, before finishing my shift I will bring her to the bathroom and make sure that her pad is dry. After using the bathroom, I will assist her to wash her hands, and bring her back to the living area. While helping my client I also apply the* ***personal cantered care*** *as it focuses on the care needs of individual, ensuring that my client’s preferences, needs, and values are meet and respected. ensuring that my client is treated with respect and dignity, I communicate with her while performing the task, and let her do as much as she can by herself and chooses her own clothing and food. Before I leave, I clean up, write on the care plan how she was and what she ate and drink.*

***The entitlements of a healthcare assistant****, as a healthcare assistant in my workplace I am entitled to work in a safe environment, to be treated equal at my workplace, to make a complaint, to a minim wage, to having a break during working hours, a leave from work and contracts and payslips.*

***Reflection on the role and responsibilities of a healthcare assistant***

*The role of a healthcare assistant is to take care of people who can not take care of themselves or who needs assistance with their daily living, or to give break to a family member who is looking after their loved one, having a healthcare assistant it helpful to the client and the family members even if they are not around but the have the assurance that the healthcare assistant is there to look after their loved ones.*

*As for being a health care assistant it is a huge responsibility to be taken seriously, there are standard and procedures put in place and to be follow to ensure that the safe and wellbeing of a client is meet, it is rewarding job when you know that you doing a great job, and the client is always happy and comfortable in their own home. Which is the goal as healthcare assistance to ensure that their well-being is being taken care of.*

**Diversity Awareness in a healthcare setting 5%.**

Please reflect on the importance of Diversity Awareness in relating to your client in a healthcare setting. Outline how you as a carer would facilitate diversity of lifestyle, culture and religion when assisting your client.

For the purpose of this learner record I will reflect on the importance of diversity awareness in a healthcare setting. I will discuss what I understand to be culture, religion and lifestyle. Following that, I will outline how I as a carer will facilitate diversity of culture, religion and lifestyle in relating to my client. Diversity awareness is essential in a healthcare setting as Ireland is now a multicultural society.

**Diversity Awareness**

**What is diversity awareness? (1 Paragraph**)

*Is being aware of and promoting the practice of equality and inclusion of people from a range of different social and ethnic backgrounds.*

*Ireland has become an increasingly diverse country, with 12 per cent of the population made up of non-Irish citizen. People have moved across the world for many different reasons to build new life in Ireland. This movement of people brings significant diversities that can be challenging but need to be recognized. And where appropriate accepted and integrated into society.*

**Culture**

**What is culture? Explain** **(1 Paragraph)**

*Culture is the customary beliefs, social forms, and material traits of racial, religious, or ethnic social groups.*

**Explain how you would facilitate diversity of culture in relating to your client? (1 Paragraph**

*My client religion is Catholic, and I am a Christian even though our believes are different, I ensure that I am polite and being respectful to my client’s beliefs and* *values***,** *when not sure about something, I do ask open-ended questions about her culture’s needs, I do not assume or stereotype.*

**Religion**

**What is Religion? Explain (1 Paragraph)**

*Religion, human beings’ relation to which they regard as holy, sacred, absolute, spiritual, divine, or worthy of especial reverence, it is commonly regarded as consisting of the way people deal with ultimate concerns about their lives and their fate after death.*

**Explain how you would facilitate diversity of religion in relating to your client? (1 Paragraph**

*By acknowledging the values, opinions and of my client's religious and spiritual beliefs and how she wishes for them to be catered for whilst being cared for, and I ensure that I learned about it, and I am being respectful.*

**Lifestyle**

**What is lifestyle? Explain (1 Paragraph)**

*Is a person’s or people’s way of living conditions, behavior and habit that are typical of them or are chosen by them. Are how a person lives their life.*

**Explain how you would facilitate diversity of lifestyle in relating to your client? (1 Paragraph)**

*I would acknowledge, accept, and respect my client's values, opinions, and beliefs, even those that are not liked or agreed with. I would accommodate her needs when she needs me to, I would also ask her if i am not sure about something.*

**WHAT IS A TEAM**?

*Is a group of people who perform interdependent tasks to work towards accomplishing a common goal or specific objectives.*

***The key qualities of a team*** *consist of good communication skills, having good leadership, focusing on goals and results, contributing their fair share of the teamwork, each other’s support and trust of other team members.*

***Key qualities of a team*** *include good communication, each member of the team should be able to communicate effectively and openly with other members of the team. Team members need to be able to perform to the best of their abilities.*

**What are the key qualities of a Team? Give examples in your answers.**

*Is having good leadership, positive attitude, good communication, team members who are diverse. Everyone contributes their share fair share, the team needs to focus on goals and results*

**list the members of a multidisciplinary team and give a summary of two of their roles within the team.**

*There are* ***members of a multidisciplinary team****, which each one of them deliver essential care, using a holistic centered care approach, as professional from a range of disciplines come together to produce a plan of care that will benefit the client and address as many needs as possible. The discipline roles may include doctors, psychiatrists, nurses, therapists, speech and language therapists, physiotherapists, occupational therapists, dietitians and nutritionists, orthoptists, and podiatrists.*

***In the hospital setting*** *the role of nurse’s team/ clinical nurse specialist consist of director of nursing, an assistant director of nursing, clinical nursing managers plus staff nurses. Within the nursing team are advanced nurses’ practitioners who may work in A&E, and clinical nurse specialists who may be specialists in areas like diabetes or epilepsy. Healthcare workers would also be part of the team. The role is to work closely with clients to deliver individualized holistic care.*

***In my workplace*** *the public health nurse who are employed by Health Service Executive (HSE) comes to the client’s home to deliver a client’s care, to provide the care which may be needed by the client, that may include wound care, post-natal care and palliative care, with the client I was working for the public health care nurse use to come twice a week to change the client’s wound dressings, my client got burned, she had a stroke, wheelchair bond. The public health nurse would come twice a week to deliver all the care she needed until she fully recovered.*

***A healthcare assistant’s role within the team in the hospital setting*** *is to work closely with clients to deliver individualized holistic care. And ensuring that the Maslow Hierarchy needs of all clients are met, such as*

***Physical Needs:*** *which include washing and dressing, nutrition needs food and fluids, exercise, rest and sleep, toilet requirements, ensuring safe environment and accident free, relief of pain/distress, change of position/pressure sore prevention.*

***Social Needs****: include relatives/visitors, social interactions, activities/community organizations/support organizations and employment work opportunities.*

***Spiritual Needs****: beliefs, access to minister/priest or other religious and cultural advisors, respect, and dignity, feeling part of your own family, respect and understanding of beliefs, values, culture needs and wishes without being judged.*

***Psychological/Emotional Needs****: feeling safe and secure in your own home, being listened to, being understood, polite and respectful, having feelings acknowledged, autonomy, and person-centered care.*

***A healthcare assistant’s role within the team in my workplace****, is to work close with the client, client’s family members and other healthcare assistants and supervisors to ensure that we deliver a person-centered care, an approach that put the client at the center of the decision-making process about their health, wellbeing, and care needs. A supervisor usually goes to the client’s home and makes assessments about the client's needs, the client's needs will be documented on the client’s care plan.*

*And then I was introduced to the client, the client’s family members and other healthcare assistants. The client had a stroke, wheelchair bond, we used the holistic approach which places the client at the center of care and recognizes the individual and unique care of the client.*

*The client’s* ***Physical Needs*** *requires me to come in the morning and get her ready for the day, I would come and in knock at the door before coming in, great the client and ask how she’s slept and she’s feeling, will have a chat about anything, while getting ready. I will start by helping her with bed wash, getting dressed, she would let me know which clothing she would like to dress, after we done, we will then use the hoist to transfer her to the wheelchair and wheel her to the bathroom to brush her dentures and put them on her, and put on her hearing aids. And I would then wheel her down to the kitchen for her breakfast, she loved Weetabix, toast with marmalade and tea, I would feed her, and help her to drink the tea. After breakfast, I would wheel her to the living room ensure that she comfortable, we will watch television, have chat while drinking the tea, before I leave I will bring her to the bathroom and make sure that her pad is dry, we will wash hands and go back to the living room while waiting for the healthcare assistant to come, I will document what she ate, how was she on the care plan.*

***Spiritual Needs*** *my client used to like watching the mass every Sunday on television, and the priest would also come to the client’s home.*

**What are the advantages of working in a multidisciplinary team? Give examples in your answers.**

*The advantages of working in multidisciplinary team is that each team member of specialises in their own area of work will have a different role to play when caring for a client, that improve the health outcome for the client, as a team approach allows for experts and specialists to discuss and plan the best care and treatment options for and with the client. It enhanced satisfaction for the client as they receive the best care possible, improve morale within the team since no one is working alone or in isolation, greater collaboration between expects and who can discuss solution for individual clients from the range of perspectives.*

**Observations on the experience of receiving guidance and direction, and giving and receiving feedback. Marks 10%**

**Accepting Guidance and Direction**

**Define the word ‘Delegation**.

*Delegation is defined as the transfer of responsibility for the performance of activities from one individual to another while retaining accountability for the outcomes.*

**Provide a list of the ways guidance and direction may be given.**

**At my workplace**

**What tasks may be delegated to you in the workplace? How would you feel?**

*At my workplace the tasks are delegated to us by the supervisor, family members or the client, the role includes assisting the client with their physical needs such as washing, dressing, eating, and drinking, toileting and companionship.*

**Giving and Receiving Feedback**

**Define the word ‘Feedback**.’

*Feedback**is being given information about any different aspect of your work, it can be either negative or positive. It helps us to recognize the areas that we are doing well and the areas that’s needs development.*

**List 3 types of feedback you may receive in your workplace.**

*Formal, formal, formative, and summative.*

**List the advantages of positive feedback**.

*Positive feedback promotes engagement about what we are doing right, it can result in increased engagement both with work colleagues, it is cost effective, it develops performance and supports a certain standard at the workplace.*

**Record Keeping/ recording!**

Fill in the HSE sample patient form provided.

**Reflect on your workplace and your personal effectiveness as a care worker Include your strengths and weaknesses. Explore the need for personal planning and growth, and plan strategies to improve own personal development. Marks 15%**

**Reflect on Personal challenges encountered** **(examples of personal challenges could be getting to work – attendance; getting to college on time – punctuality: completing tasks on time – deadlines.**

**Answer**

*My name is Happines Malinga I got my work experience working as a healthcare assistant in private homes, working with different client with different needs. My duties include assisting the clients with their physical needs, which include washing, dressing, feeding, exercise, toilet requirements, changing of position/pressure sores prevention and providing companionship to them.*

*my challenges were with one client who was blind, agitated, and aggressive she couldn’t allow me to talk to her or do the job I came to do, he lived with his son who was helping her. She would shout at me and call me with all sorts of name, and tell me to leave her alone, even though it was very challenging for me to do my job, I also sympathies with the client, I knew that sometimes clients do not like changes, they prefers to keep their routine the same, my respond was to keep calm and let her calm down, but she didn’t let me came near here, I stay until her son came and he explain to her that I am there to help her, she was then comfortable enough to let me do my job.*

*The experience improved my work skills, I have learned that using another approach or strategy helps, and asking for the help if you need it.*

**Reflect on Work related challenges encountered** (examples of work-related challenges could be dealing with aggressive/service users: dealing with a disruptive or resistant service user. In discussing work related and personal challenges you need to:

* Explain how you responded to the challenges.
* Ask was your response effective or appropriate.
* Did experiencing these challenges improve your work-related skills? e.g., you became a better listener; you became more assertive; you found yourself devising strategies.

**Reflect on Existing skills improved** **on (reflect on the practical, personal, and interpersonal experiences gained). Examples: learnt to manage time more efficiently; became more proficient using equipment; managed to coach a group of children on my own etc**.

Answer: *I am more aware of using equipment and the importance of safety while using it, and the important of reporting the equipment when you suspect that is not working properly.*

**Reflect on New practical, personal, or interpersonal skills learned**. **practical skill - learnt how to use a** **hoist. interpersonal – learn to work well as part of a multidisciplinary team. Personal – learnt that patience is a crucial aspect of caring for the older person.**

Answer*: My practical skills has now improved, I am more aware of the importance of hands hygiene, appropriate way of putting on the personal protective equipment and taking it off, and the managing the body fluids and blood spillage. I became aware of how to use the hoist safe for myself using proper technique and manual handling. I learn how to work as a part of multidisciplinary and that not only it is beneficial to the team but to the clients involves as well. I have learned that how crucial it is to be patience with the clients.*

**Why do you think there is a need for personal growth in healthcare?**

**Answer:** *I think personal growth is very important for healthcare, as the role of healthcare assistant is changing and expanding which increases the responsibilities of healthcare assistant**s, they now must hold a certain standard of qualifications. Unlike few years ago where anyone who wish to work as a healthcare assistant could work without even being trained or being qualified.*

**Where do you see yourself in 5 years?**

*I see myself continuing to develop my skills and gain more experience in my current field of study, learning and growing.*

Answer:

**Reflect on possible future education and training considering your pending QQI Level 5 Health Service Skills Award, ill your current studies provide a route to your ultimate goal?**

Answer: *Yes, I believe I am now well equipped with the knowledge and skills, while continuing to develop more skills. There’s always room for improvement.*

**Reflect on employment options considering the work experience.**

Answer: *I think work experience is crucial for us healthcare assistant to go to the hospital and gain more experience from more experienced healthcare assistant, before going to work on your own in the client’s home, while you doing the work experience you will be working with people who does the job every day, and learn more and become more confident, and you have a chance to righty any mistakes you may have, when you doing the practical work.*

Bibliography/ Reference list

***Griffin-Helsin, N. (2019) Care Support in Practice for Healthcare Assistant. Tipperary Boru Press.***