

# Ethics of care : Video 4

## Transcript

- Well the workers have to be interested in the residents to begin with. They need to actually want to be working in care. A lot of people that pick up caring positions, only do it because they want to either get into the country or they don't know what else to do. People if they're interested in people and particularly in the aged, they will excel in it. They will maybe start off really quite poorly and are challenged by what they see. I had one just a couple of weeks ago that burst into tears the first day she was here and said she couldn't do it and I sat down and spoke to her and said, "You know you're starting from the correct base. You care and you're showing empathy for these people." And by the end of her training, she was fabulous! She was really enjoying it and she was able to contribute to the residents, she listened to the residents. As you learn, as you're going on and you're doing it all correctly from the beginning, you will become faster and more time managed, just by knowing exactly what that resident wants and fulfilling their needs.

- I think the Royal Commission into Ageing is a really important development which I think will get the interest of the general community and lead to more change, that we might not have got without it. The things that they were saying was training was really important, staff ratios were really important and there needed to be a re-organization of the way these places operate. Facilities used to get two weeks notice for an inspection visit. Mind you, that meant you got a lot of things that you'd been waiting for. And now they get no notice at all and I think that's an important first step. There shouldn't be institutions like this on the size of this, without it being broken down into small groups. And there are already some providers who are doing that. So the residents are clustered in clusters of 10, they decide their activities, they have their own little kitchen and they decide what they want. And in some of those places, the activities go on 'til eight o'clock at night whereas four o'clock here everything closes down.

- I think they should have a training program in place here. I really do and I think perhaps the senior staff should be the ones that are training them because they're dealing with the residents all the time. They know the problems they're up against.

- It is very challenging, and it's challenging for new people, so the more you can understand when you're doing you're training; what you should be looking at, what you should be performing, as long as you do it correctly from the beginning, you will improve in your time management. But it's if you start to take shortcuts, you'll never get it right and that will not only cause the resident distress, which is what we don't want to do, but it will make your work much harder because if you get it right the first time you're saving time. Otherwise you go backwards and forwards, backwards and forwards. Because the resident needs to have what they actually do need. Their needs must be met and that's what we're here for.

- I think the fact that fees have been removed from the TAFE courses for aged care, is really really important. I've seen the difference that it's made here. Once the staff found out that that was happening, a number of them took up the opportunity of improving their qualifications and a couple of them have taken on nursing.

- Well it would be desirable if you have the best trained nurse in the world to come in to you but you won't

get it! If the person has not been taught how to wash you or how to go about getting you ready for a wash or whatever it is, well they're no good to you! They have to have some training in these things.

- There are staff who of their own accord, really do work very hard. I really do feel that I'm very spoiled by the staff here. And I try to understand what it's like and the pressures, the terrible pressures and exhaustion that they experienced.

- Well the first I think that's important for them to know is that we're not stupid just because we're old and that's something that I don't like. Just because we don't really understand 'that', it doesn't mean to say that if you show us that we won't know how to do it. Maybe we might have to ask a couple of times, but we're not stupid.

- People who take on the sort of work that is entailed here, they do have that natural tendency to care for other people.

- Another thing that can trip older people is that the young'uns talk too fast.

- Oh, they do.

- They gabble. And you're still trying to pick up what they said at the start when they're finished. And that really is a stumbling block for older people.

- I know I can always see people struggling to get half the sentence and then the other half, they're busy doing something else so they've walked off. And lecturers and people that are taking exercises for you, and things like that, they'll be talking to the equipment that's down there, they'll be getting their stuff down there instead of looking at people and they don't know.

- They can't see your mouth. That also highlights the fact of older people are slow movers sometimes or they've got a cane or they're in a wheelchair or they're just hobbling. They're slow. 'Come over here', or 'Follow me, I'll show you where it is', and they're gone!

- When the buzzer goes it's usually something important.

- We need to come here everyday with a fresh outlook. We shouldn't be worrying about what's happening at home and that. We need to be able to give the resident our full attention. Unfortunately with the time constraints, it is hard sometimes to do that but that doesn't mean you give up trying.