# **Case Study Task 1 - Client Briefing Document**

|  |
| --- |
| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as Lucy, a client at the candidate’s organisation. The candidate will act as Lucy’s care worker.

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Scenario**

The candidate will be given the following scenario:

|  |
| --- |
| You are a care worker doing a routine check on your clients in the care centre one afternoon. While walking along the corridors, you see Lucy (30 years old) walking towards you. Lucy is recovering from a joint fracture on her right knee and moves around using crutches. While walking, Lucy suddenly slips on a wet spot on the floor and falls on her back. You and some nearby co-workers help her up. As a care worker, you must now respond to this incident. |

## **Role Play Discussion Guide**

### Lucy’s Quality-of-Life

* I feel optimistic as I slowly recover from my knee injury caused by a recent sports-related accident.
* I am still not used to moving around with crutches. As such I may move slowly and have problems moving around obstacles such as furniture and uneven floor surfaces.

### Lucy’s Experience During the Incident

* While I was walking along the corridor, I slipped on a wet spot on the floor. I did not notice the wet spot. I fell on my back. I was not able to properly cushion the fall since my arms were holding on to the crutches and I had limited mobility.

### Lucy’s Pain After the Incident

* I feel pain on my back, similar to a bruise, near my shoulders. The pain increases when I try to move my shoulders.
* I am having trouble standing up as I cannot move my shoulders and back muscles without experiencing pain. My leg injury also prevents me from supporting myself without crutches.

### Lucy’s Immediate Needs

* I may need medical attention due to the back pains that I experienced after the incident.
* I may also need to visit my physician to check if the incident affected my knee injury.

End of Briefing Document