# **Case Study Task 2 - Client Briefing Document**

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| **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 Robert, a client at the candidate’s organisation. The candidate will act as Robert’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:

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| You are a care worker doing a routine check on your clients in the care centre one afternoon. While passing by the client rooms, you heard a thumping noise coming from one of the rooms. You heard a person calling for help from the inside. When you open the door, you found the client, Robert (65 years old) lying down on his side on the floor. He seems to have fallen from his bed. |

## **Role Play Discussion Guide**

### Robert’s Quality-of-Life

* I occasionally feel joint pains due to my age. As such, I may need help in moving around and performing daily tasks.
* I was diagnosed with hypertension many years ago. As such, I require regular check-ups, medication and physical activity.

### Robert’s Experience During the Incident

* I was taking a nap. While adjusting my position on the bed, I did not realise that I was already at the edge of the bed. This caused me to fall to the floor, on my right side. My right arm and shoulder landed first and I felt immediate pain on my right shoulder.

### Robert’s Pain After the Incident

* I feel pain on the right side of my body. I think my right shoulder is injured as I cannot move it freely without experiencing pain.
* I am also feeling chest pains and difficulty breathing.

### Robert’s Immediate Needs

* I may need medical attention due to the shoulder pain that I experienced after the fall.
* I may also require first aid measures to lessen my chest pains and breathing difficulties as they are causing me discomfort.

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