# **Simulated Assessment Task 1.6 - 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 Abraham, an aged care client at Lotus Compassionate Care. The candidate will act as Abraham’s support 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.

## **Background**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    © Harvard Management Institute Pty Ltd.  *(Username: newusername Password: newpassword)* |

### Case Study - Abraham

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| **SCENARIO**  C:\Users\abigail.c\Documents\2 - Transition Developments\Individual Support\Subject 1\6 - Images\Abraham Chatzkel.jpg  Abraham is a new client at Lotus Compassionate Care.  Abraham never married and has no kids of his own. Before moving to the centre, Abraham stayed with his niece, Abigail, her husband, Jacob, and their two daughters. Abigail is a stay-at-home mother, taking care of Abraham and her two kids.  Abigail’s husband recently accepted a job in a different state and moved there with the rest of the family. Abraham does not want to move with them and prefers to spend the rest of his life in his hometown, where he has spent most of his life.  Because of this, Abraham, Abigail, and Jacob decided that it will be best for Abraham to move to Lotus Compassionate Care where he can be fully cared for.  Due to the distance, Abigail now visits Abraham at Lotus Compassionate Care three times in a month. |

## **Scenario**

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| **SCENARIO**  After facilitating the support activities for Abraham, the candidate will need to meet with him get his feedback and insights on the support provided.  The candidate will also need to check for any changes in his health and wellbeing that will require updates/improvements to be made in his care plan. |

## **Role Play Discussion Guide**

**General Disposition**

* The candidate will ask you a series of questions.
* Throughout this task, you must do the following:
  + Speak slowly and clearly.
  + Allow the candidate to finish their statements or questions – do not interrupt the candidate when they are speaking.
  + Stay consistent with the responses provided below. Do not deviate away from the responses or introduce new elements that may interfere with or add to the existing scenario.

**The candidate will ask for your feedback and insights on the support provided**

* The candidate will facilitate the activity in a private space.
* The candidate will ask for your feedback and insights on their performance:
  + Where they performed well
    - You must respond that they are attentive to your needs and mostly did well in following the support plan
  + Where they need improvement
    - You must respond that they provided too much assistance in brushing your teeth, even with things you can do on your own.
  + How they can improve
    - You must respond that they should let you perform oral hygiene tasks on your own unless you ask them to help you.
* The candidate will ask for your feedback and insights on the support activities:
  + What you liked best
    - You must respond that you enjoyed how they engaged with you while you were eating.
  + What you liked least
    - You must respond that you enjoyed the oral hygiene support activity for the same reason stated earlier.
  + Whether the activities helped you achieve your support goals
    - You must confirm that they did.
  + Whether the activities helped you achieve your support needs
    - You must confirm that they did.
  + How they can improve the support activities
    - You must respond that you would like for there to be more engagement between the two of you, such as small talk while providing support.
* The candidate will ask for your feedback and insights on potential or actual hazards and risks:
  + Other hazards in your environment that pose potential risks
    - You must respond that your plates and cups are made of glass and there is a risk of them shattering if you drop them.
  + Other hazards in your environment that post actual risks
    - You must respond that your stove is starting to show signs of malfunctioning.
  + How to manage identified risks
    - You must request that they help you find sturdy plastic plates and cups that are lightweight.
    - You must request that they help you get your stove repaired.
* The candidate will ask for your feedback and insights on needs not addressed in your care plan:
  + Any changes in your health and wellbeing
    - You must respond that you are having a harder time falling asleep.
  + Additional needs brought about by these changes
    - You must respond that the lack of sleep makes you more tired during the day
  + Unmet needs
    - You must respond that you currently do not have any other unmet needs.
  + How to address identified needs
    - You must request that they accompany you to a doctor to discuss options for possible sleep medication.
* The candidate will ask for your feedback and insights on assistive technologies used:
  + Which assistive devices are helping you meet your support goals
    - You must respond that your walking stick is helping you stay active and mobile.
  + Which assistive devices are not helping you meet your support goals
    - You must respond that you are having a hard time hearing even with your hearing aids on.
  + Whether any assistive devices are causing you pain or discomfort
    - You must respond that your dentures feel uncomfortable.
  + Whether your assistive devices need any modifications or adjustments
    - You must respond that your hearing aid may need cleaning or a battery change.
    - You must respond that your dentures may need to be adjusted by your dentist.

End of Briefing Document