# **Simulated Assessment Task 2.2 – Family or Carer 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 Florence, wife and carer of Henry, a client at Lotus Compassionate Care. The candidate will act as Henry’s support worker.

There will be one other volunteer who will act as:

* Henry

## **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 - Henry

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| **SCENARIO**    Henry is 76 years old and lives with Florence, his wife, in an apartment they have had for the past 20 years. He was diagnosed with advanced colon cancer after experiencing severe abdominal pain, constipation, mobility issues and weakness. He has recently undergone surgery and requires assistance with the following:   * Changing his colostomy bag * Managing his pain * Ensuring that he takes his medication on time * Shifting to difficult positions, such as when entering his car   Due to the difficulty of managing Henry’s symptoms, Florence sought home care services from Lotus Compassionate Care. |

## **Scenario**

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| **SCENARIO**  After reviewing Henry’s individualised care plan and relevant policies and procedures, the candidate is now ready to meet with him and his family/carer, Florence.  In this meeting, the candidate will review and confirm with them the support requirements, goals, needs, and preferences recorded in Henry’s Care Plan. |

## **Role Play Discussion Guide**

**General Disposition**

* The candidate will take you and Henry to a private room to chat.
* Throughout this task, you must do the following:
  + Stay beside Henry.
  + Speak slowly and clearly.
  + Allow Henry and the candidate to finish their statements or questions – do not interrupt either of them when they are speaking.
  + Stay consistent with the scenario. Do not introduce new elements that may interfere with or add to the existing scenario (e.g. stating that Henry has fallen recently, stating that a relative comes over during weekends, etc.).
  + Refrain from making unnecessary remarks during the discussions.
  + Use minimal body language.

**The candidate will confirm Henry’s support requirements**

* The candidate will discuss Henry’s support requirements in several aspects of daily life.
* The candidate will ask you if the support requirements discussed are correct
  + You must confirm that they are correct
* The candidate will ask for your feedback or insights on the support requirements discussed
  + You must state that you have no further feedback

**The candidate will confirm Henry’s preferences**

* The candidate will discuss Henry’s preferences in several aspects of daily life.
* The candidate will ask you if the preferences discussed are correct.
  + You must confirm that they are correct
* The candidate will ask for your feedback or insights on the preferences discussed.
  + You must state that you have no further feedback.

**The candidate will confirm Henry’s other needs and preferences**

* The candidate will ask you about Henry’s other physical needs and preferences
  + You must respond that all the major ones have been discussed already.
* The candidate will ask you about Henry’s other sensory needs and preferences
  + You must respond that Henry can sometimes be irritable due to pain, and that he needs someone to stay beside him during these instances.
* The candidate will ask you about your other cultural needs and preferences
  + You must respond that you and Henry have no other cultural needs and preferences aside from needing to attend church every Sunday.

End of Briefing Document