# **Simulated Assessment Task 2.3 – Support Staff 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 a support staff at Lotus Compassionate Care. The candidate will act as a 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 - 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**  Before proceeding with the support activities, the candidate is required to conduct a risk assessment for Henry. This will include identifying and assessing any risks associated with Henry’s health, safety, and wellbeing that may affect service delivery.  The candidate will be assisting and supporting Henry by assessing the risks present in the **bathroom**, where he performs some of his activities for daily living (ADLs) – showering and grooming, dressing and undressing, replacing his colostomy bag, etc. |

## **Role Play Discussion Guide**

**General Disposition**

* Throughout this part of the assessment, you must assist candidate in conducting a risk assessment of the client’s bathroom.

You must assist the candidate by doing the following:

* Respond timely and appropriately to the candidate’s requests and cues
* Ask for clarification on any confusing statements, requests and cues
* Refrain from making unnecessary remarks.
* Refrain from introducing new elements into the scenario by reporting hazards and risks that are not stated in this document.

**You and the candidate will conduct a risk assessment in the client’s bathroom.**

* The candidate will inspect different areas in the bathroom for safety.
* The candidate will ask you for help in inspecting the following and ask you about your findings:
  + Ensuring that the faucet, shower and toilet have no leaks
    - You must inspect the faucet, shower and toilet
    - You must state that the shower head and hose are leaking water.
    - You must state that there is a leak in the faucet and there is some black mold growing as a result of it.
  + Ensuring that grab bars are installed correctly
    - You must test the grab bars by pulling on them and pushing down on them.
    - You must report that the grab bars are installed properly.
* The candidate will record the hazards identified in the safety inspection checklist.

End of Briefing Document