# **Simulated Assessment Task 2.5 - 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 Henry, an aged care client at Lotus Compassionate Care. The candidate will act as Henry’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 - 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 completing the necessary preparations, the candidate is now ready to facilitate the following support activities for Henry:   * Bed bathing * Shaving * Assisting a person in taking pre-packaged medication * Changing the colostomy bag   Additionally, for the purposes of this assessment, the candidate will also need to demonstrate the following:   * Using slide sheets, hoists, slings and lifters to assist the Henry in:   + Transferring in and out of the car * Assisting Henry in falls recovery. |

## **Role Play Discussion Guide**

**General Disposition**

* The candidate will facilitate different support activities.
* 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.
  + Comply with the candidate’s instructions.
  + Stay consistent with the scenario. Do not introduce new elements that may interfere with or add to the existing scenario (e.g. stating that your stoma has prolapsed, asking for a back massage, etc.).
  + Refrain from making unnecessary remarks or providing feedback while the candidate is facilitating the support activities.

**Part I – Bed Bathing**

* The candidate will facilitate the activity in a private space.
* The candidate will adjust the room temperature and ask if you are comfortable.
  + You must confirm that you are comfortable.
* The candidate will prepare the space and materials.
* The candidate will perform the support and give you simple instructions.
  + You must follow the instructions.

**Part II – Shaving**

* The candidate will facilitate the activity in a private space.
* The candidate will prepare the materials.
* The candidate will assist you in shaving.
  + The candidate will encourage you to shave on your own as much as possible.
  + The candidate will provide instruction, explanation and cues on how to shave properly.
  + You must follow the candidate’s instructions and cues.
* The candidate will demonstrate how to locate missed areas in shaving.
  + You must follow the candidate’s demonstration.
* The candidate will demonstrate how to clean hair from the blades.
  + You must follow the candidate’s demonstration.

**Part III – Taking pre-packaged medication**

* The candidate will prepare the medication and other materials.
* The candidate will bring out your medication schedule and confirm the medicine that you will take.
  + You must confirm that the medicine stated is correct.
* The candidate will instruct you to wash your hands.
  + You must follow the candidate’s instructions.
* The candidate will prompt you to take your medicine.
  + The candidate will encourage you to take your medicine on your own.
  + The candidate will provide instructions on how to take your medicine.
  + You must comply with the candidate’s instructions.

**Part IV – Changing the colostomy bag**

* The candidate will prepare the materials needed to change your colostomy bag.
  + The candidate will measure your stoma to prepare a new bag.
  + You must allow the candidate to measure your stoma.
* The candidate will instruct you to wash your hands.
  + You must follow the candidate’s instructions.
* The candidate will change your colostomy bag.
  + The candidate will need your assistance in changing your colostomy bag.
  + The candidate will provide instructions on what you must do.
  + You must comply with the candidate’s instructions.

**Part V – Transferring In and Out of a Car**

* The candidate will facilitate the activity in a safe and secure space.
* The candidate will prepare the hoist to be used in transferring you in and out of the car.
* The candidate will assist you in moving in and out of a car.
  + The candidate will inform you of what you need to do.
  + The candidate will talk you through the process while transferring you into the car.
  + You must follow the candidate’s instructions.
  + You must allow the candidate to move your body to get you inside the car.

**Part IV - Part XI – Falls Recovery**

* You must pretend to fall down.
* The candidate will assist you in fall recovery.
  + You must allow the candidate to assist you.
* The candidate will reassure you.
  + You must state that you are embarrassed, but grateful for the candidate’s assistance.
* The candidate will check you for any injuries.
  + You must state that you do not feel any injuries, aside from pain on your buttocks and hips.
* The candidate will observe your vital signs.
* The candidate will help you sit down on a chair or your wheelchair.
  + You must allow the candidate to help you sit down.
* The candidate will provide instructions on what to do after a fall.
  + You must comply with the candidate’s instructions.

End of Briefing Document