# **Simulated Assessment Task 2.6 - 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 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 facilitating the support activities for Henry, 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 the water used to clean your stoma was a bit too warm for you, and that your stoma got irritated.
  + How they can improve
    - You must respond that they should use water that is less warm, and that they can have you check the water’s temperature before cleaning your stoma.
* 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 assisted you in getting into the car using the hoist, and that you did not feel any pain from having to bend and move.
  + What you liked least
    - You must respond that you least enjoyed bathing 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 to involve your wife more, such as letting you talk to her and see her during the support activities.
* 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 patio door feels a bit loose and may fall and break.
  + Other hazards in your environment that post actual risks
    - You must respond that you noticed a new wasp nest right outside your kitchen window.
  + How to manage identified risks
    - You must ask for help finding someone to fix your patio door.
    - You must request that they help you contact pest control to get rid of the wasp nest.
* 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 eating.
  + Additional needs brought about by these changes
    - You must respond that the changes in your eating habits have caused you some pain and discomfort in the afternoons.
  + Unmet needs
    - You will respond that you currently do not have any other unmet needs.
  + How to address identified needs
    - You will request that they accompany you to a dietitian to discuss options for meals.
* 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 the hoist is helpful in keeping you pain-free when riding the car.
  + Which assistive devices are not helping you meet your support goals
    - You must respond that you do not think any of the assistive devices are not helpful to you.
  + Whether any assistive devices are causing you pain or discomfort
    - You must respond that you do not feel any discomfort at all from moving using the hoist.
  + Whether your assistive devices need any modifications or adjustments
    - You must respond that the hoist straps can be tightened, as you felt a little anxious of falling while using them.

End of Briefing Document