# **Case Study Assessment Task 2.2 - Supervisor 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 the candidate’s supervisor at Lotus Compassionate Care. The candidate will act as Hannah’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.
3. Secure a copy of Hannah’s progress notes from the Assessor. You will hand these progress notes to the candidate at the beginning of the roleplay activity.

### 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.](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)* |

### Case Study - Hannah

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| **SCENARIO**  Hannah is a 26-year-old woman who lives in a residential care facility for people with disabilities, along with four other residents. Hannah requires a wheelchair to move around and a lot of physical support from her carers to undertake basic day-to-day activities. She is able to feed herself independently.  Hannah is non-verbal, so she relies on non-verbal communication to let her carers know how she is feeling and what she needs. Hannah loves to laugh, has a sweet nature and always loves to be part of group activities.  You have noticed that Hannah has not been her happy, bubbly self. She is quite pale with dark circles under her eyes. She barely touched her food and seemed to have hesitated in lifting her spoon to eat. When you ask her if anything is wrong, she points to her stomach to indicate she is in pain.  She flinches when her wheelchair is moved. When you are undressing Hannah to get ready for a bath, you notice her stomach is bloated and she has rashes all over her torso. |

## **Role Play Discussion Guide**

### General Disposition

* You will act as the candidate’s supervisor. As such, you must communicate and interact with the candidate in a professional manner. This involves doing the following:
  + Speaking with a normal volume and a neutral tone
  + Refraining from interrupting the candidate as they are speaking
  + Using minimal body movements
  + Refraining from making unnecessary remarks and facial expressions

### Throughout this roleplay activity, the candidate will follow organisational procedures in reporting the changes in Hannah’s physical condition

* At the beginning of the role-play activity, you must provide the candidate with Hannah’s progress notes.
* You must adhere to Lotus Compassionate Care’s policies and procedures. This can involve doing the following:
  + Confirming Hannah’s identity with the candidate at the beginning of the roleplay activity using their name, date of birth and ID number – refer to the progress notes for these details.
  + Protecting the client’s information by not taking down notes in a personal notebook or device.

### The candidate will report the health situations that are beyond the scope of their own role

* You must initiate the discussion by asking the following questions:
  + *What are the changes you have observed in Hannah?*
  + *When did you notice the changes?*

In response, the candidate will describe the changes they have observed in Hannah’s physical condition.

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* You must then ask the following questions:
  + *Are these changes affecting Hannah’s wellbeing?*
  + *How are they affecting Hannah?*

In response, the candidate will describe the changes they have observed in Hannah’s physical condition.

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* You must then ask the following question:
  + *What medical interventions and responses are deemed necessary in response to these changes?*

In response, the candidate will list medical responses or interventions that are beyond the scope of their role.

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* The candidate will ask for references who may help with the medical response or intervention that Hannah needs.
  + You must respond with the following statement:

Volunteer: *I recommend that Hannah be taken for a check-up with a doctor as soon as possible. You can check her Individualised Plan to see who her attending physician is.*

* After referring the candidate to Hannah’s physician, you must instruct the candidate to document the changes they observed, the medical interventions needed and other details of your meeting in Hannah’s progress notes.
  + Allow the candidate to finish documenting their findings in the progress notes. Affix your signature when prompted by the candidate (do NOT use your real signature).

End of Briefing Document