# **Case Study Assessment Task 3.2 - 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 Xiaoting’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 Xiaoting’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 - Xiaoting

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| **SCENARIO**  Xiaoting is a 74-year old female who has been living in the Lotus Compassionate Care facility for a few months. Her family migrated to Brisbane from China when she was 9 years old. Growing up, they still celebrated significant Chinese holidays, such as Lunar New Year, and prepared traditional food. They spoke Mandarin at home and Xiaoting only spoke English outside.  Xiaoting enjoys walking to the local shops each morning to buy food and loves catching up with her friends at the local café. She is able to speak English well but you have noticed her speaking more and more in Mandarin. She feels like she can better express herself in her first language but since no one else in the facility speaks Mandarin, she gets frustrated when others cannot understand what she is trying to say.  Lately, you have noticed that Xiaoting sometimes gets in an agitated mood and no longer visits her friends in the café. Upon further probing, she discloses that her friends have called her slurs and made fun of her while she was telling her childhood memories from her hometown. This has caused her to grow wary and distrust other people.  She often says she misses celebrating Chinese holidays and cooking Chinese food but is afraid that people will make fun of her. As much as you want to help, you are not too familiar with Chinese culture nor about the food she talks about.  She sometimes visibly gets teary on certain days. When you ask her how she is feeling, her answers are usually ‘unhappy’, ‘hopeless’ or ‘lonely’. She seems emotionally distressed and may need counselling. |

## **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 Xiaoting’s wellbeing

* At the beginning of the role-play activity, you must provide the candidate with Xiaoting’s progress notes.
* You must adhere to Lotus Compassionate Care’s policies and procedures. This can involve doing the following:
  + Confirming Xiaoting’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 variations to Xiaoting’s wellbeing that they identified

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

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

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* You must then ask the following questions:
  + *Are there any cultural issues that you think might be affecting Xiaoting’s wellbeing?*
  + *How are they affecting Xiaoting?*

In response, the candidate will describe the cultural issues they have observed.

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* You must then ask the following question:
  + *What is preventing you from providing Xiaoting with the necessary support?*

In response, the candidate will enumerate aspects of support that are beyond the scope of their knowledge, skills or role

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* The candidate will ask for references to other health professionals and service providers who may help support Xiaoting
  + You must reply with the following response: *You can try looking for cultural support groups that can help her meet her needs. You can also try looking into booking a counselling session with a psychologist for her emotional distress.*
* After referring the candidate to cultural support groups and a psychologist, you must instruct the candidate to document the changes they observed, the support that Xiaoting needs and other details of your meeting in Xiaoting’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