# **Case Study Assessment Task 4.3 - 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 Trina’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.](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)* |

### Case Study - Trina

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| **SCENARIO**  You are assigned to support Trina, a 70-year-old diagnosed with early-stage Alzheimer's. Trina was very talkative during your previous interactions with her. She enjoys a number of hobbies, including watching the television and taking a walk every morning to meet with her friends. Her daughter, Sam, moved in with her to become her primary carer.  You were going to meet Trina after lunch to discuss changes in her individual care plan. On the day of your visit, you hear Sam yelling at Trina. The door suddenly opened, and you saw Sam gripping Trina’s arm and trying to drag her out of the door. Sam immediately let go when she saw you. You asked what was happening and Sam brushed it off, saying she will do errands by herself.  You notice that Trina has significantly lost weight. She confesses that she has been feeling very lonely. While talking to her, you also see bruises on her arm. She also lamented about how she couldn’t access her bank account anymore. You asked if Sam tried asking the bank for her about this. She noticeably flinched and looked scared upon hearing her name. She explained that Sam thinks Trina is no longer capable of handling her personal finances due to her condition. Sam handles her finances for her. However, you note unpaid bills piled on the kitchen counter. There is also no food in their pantry.  You tried asking what Trina does in her leisure time. She says she does not really see the point in going out anymore and has not caught up with her favourite TV shows. She has not seen her friends for over two weeks. |

## **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 incident of abuse or neglect

* At the beginning of the role-play activity, you must provide the candidate with Trina’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 indicators of possible abuse they have noted

* You must initiate the discussion by asking the following questions:
  + *What indicators of abuse or neglect have you observed?*
  + *How is she doing now?*
  + *Is anyone with her?*

The candidate will respond with their findings and a summary of the situation.

* + Allow the candidate to finish their report – do not interrupt or ask questions.
* The candidate will ask for confirmation that the incident will be investigated.
  + You must respond with the following statement:

Volunteer: *Yes. We will have this incident reported to the proper authorities and investigated.*

* You must then ask the following question:
  + *What other issues have you noticed?*

In response, the candidate will report Trina’s financial issues. During their report, they will state that these financial issues are outside of their job scope.

You must affirm this statement by saying:

* + *Yes, helping clients with their financial issues is outside of your job scope. But we can still find other service providers or organisations who can help Trina with these issues.*
* The candidate will ask for referrals for funding support or assistance programs
  + You must respond with the following statement:

Volunteer: *You can check government websites, such as Department of Social Services for available funding support or assistance programs she might be qualified in.*

* The candidate will ask for a referral from their supervisor for a psychologist who can support Trina.
  + You must respond with the following statement:

Volunteer: *You can try to contact the psychologist in her Individualised Plan.*

* You must instruct the candidate to fill out and submit an incident report form within 24 hours.

End of Briefing Document