



# WORKING EFFECTIVELY WITH HOME CARE CLIENTS

MODULE II



Elara  Caring

*Selfhelp*

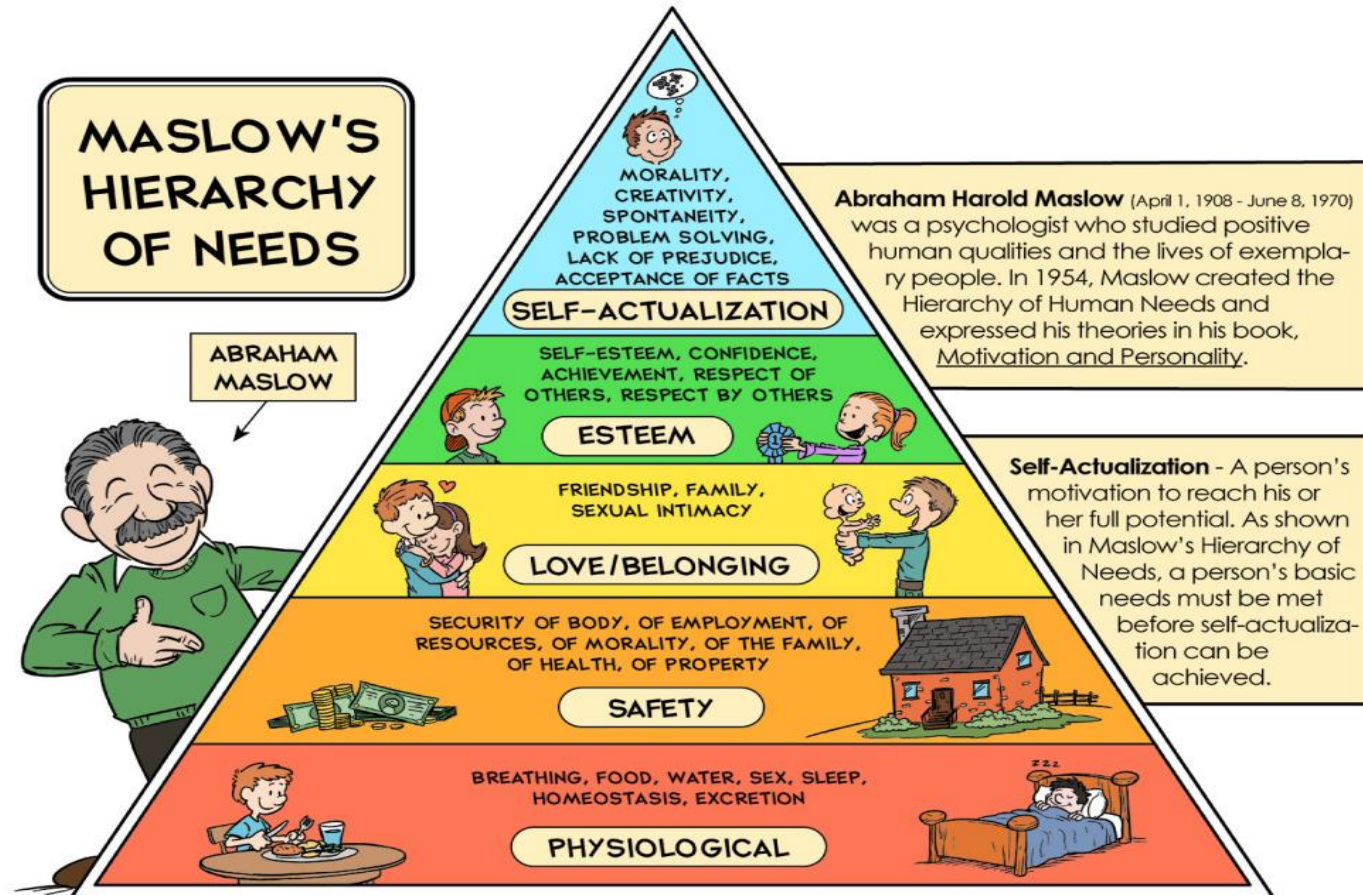
**PEOPLE  
CARE**

# Topics to be Discussed

---

- Theories of Basic Human Needs
- Diversity
- Communication and Interpersonal Skills
- Observing, recording and Reporting
- Confidentiality

# Theories of Basic Human Needs



# Individual Family and Home Care

---

Family helps individual to meet basic needs.

Serious problems may affect the family include:

- Physical Illness
- Breakdown of marriage through death, desertion, infidelity, alcoholism.
- Mental illness
- Delinquency, crime

# Communication

---

- Communication is the process of exchanging information with others
- Three step process.
- HHA role in communication
- Verbal vs Non Verbal Communication
- Culture plays a role in communication

# Barriers to Communication

---

- Hearing and Understanding
- Terminology- Slang, Jargon, Clichés or profanity
- Body language
- Language Barrier
- Certain HHA responses

# Communicate Effectively

---

- Be a good listener
- Bring up topics of concerns
- Silence is golden
- Understand Importance of touch
- Make sure aids are in working order
- Avoid changing the topic
- Do not ignore patient requests
- Be empathetic

# Working Effectively with Clients with Special Needs

---

- Hearing impairment

- Supportive Communication
- Non Supportive Communication

- Visual Impairment

- Moving and Guiding
- Describe Surroundings

- Cognitive Impairment

- Calm Environment
- Follow Set of Routine
- Repeat and Refer reality
- Avoid complicated choices

- Aphasia (Difficulty in Speaking)



# Conflict Resolution

---

- Separating people from problems,
- Listening to different interest,
- Listen first and talk second,
- Set out the facts and explore options together

# Individuality and Sexuality

---

- Sexual orientation
- Gender identity

# Diversity

---

Cultural diversity refers to different groups of people with varied backgrounds and experiences living together in the world.

- Language
- Background
- Religious differences → Buddhism, Christianity, Hinduism, Islam, Judaism, Atheists

# Culture

---

Culture is a set of characteristics shared by a group of people. It includes their beliefs, values and practices which have been passed down from one generation to another.

# Cultural Sensitivity and Spirituality

---

Helping clients meet their spiritual needs, can help them cope with illness or disability.

Respecting Spiritual needs:

- Respect client's decisions and try to accommodate practices
- Respect all religious items
- Help find spiritual resources available
- Never try to change someone's religion
- Never express judgement, or tell them their beliefs are wrong
- Never interfere with religious practices or discuss personal beliefs

# Observing, Recording and Reporting (ORR)

---

OBSERVE (with your senses):

- Sight • Hearing • Touch • Smell

RECORD

- Use clear, objective language

REPORT

- To appropriate person for each work setting  
Subjective vs Objective

# Observing, Recording and Reporting (ORR)

---

What Should Be Observed?

- Physical, mental, emotional, functional, behavioral environmental changes
- Physical discomfort – pain
- What the client can do or can't do
- Visitors

# Importance of Reporting and Recording

---

- Help Home Care team know Client Status
- May be needed for referral to other sources
- Reduces possibility of forgetting what happened



# Observing, Recording and Reporting (ORR)

---

What Should I Write? - Who, What, When, Where, How

- Client's full name
- Date and time
- What you observed and what happened
- What you see, hear, smell or feel by touch
- What the client does
- What you do
- Your name and title

**JUST THE FACTS!**

# Confidentiality

---

- HIPAA - Health Insurance Portability and Accountability Act
- PHI - Protected Health Information

# Tips to Protect Privacy

---

- Don't leave detailed messages for patients on the phone
- Make/accept phone calls from the agency in a private area
- Do not talk about your clients in a public area
- Be careful how you greet client's if you see them out of work
- Do not share client information on social media
- Do not leave documents where others can see
- Do not bring friends or family to clients home

# Questions and Concerns

