

Working with Care Plans

Care Plans

The client's care plan will tell what personal care procedures are to be done, along with information on what is safe and what is preferred by the client.

- are developed for every client
- tell us their story of what they want and need
- what family and carers say
- health specialists advise
- look at what people can do rather than what they can't
- explain **what** needs to be done and **who** will help

Different clients have different needs and know how they want things done. Your client is an equal part of your work, not an object that you move about the place. If you aren't sure about something ask your coordinator.

We need to help our clients live happy and strong lives. We do this by:

1. knowing the Policies and Procedures
2. following the Care Plan
3. being well organised
4. listening and talking to the client in the right way
5. maintain privacy and confidentiality
6. telling the coordinator if things change for the client



Caring for clients not just family clients

Family are special but at work you cannot treat them any differently. Family business is not work business.

Right Way



- Treat everyone equally
- Follow the Care Plan
- Follow standards and procedures
- Use the centre equipment and cars when approved for work business

Wrong Way



- Treat family in special ways
- Give family extra time or food
- Help family first
- Use centre equipment or cars for family business

Duty of Care

If a client isn't at home when you go to their house you have to:

- ask around their family, friends, other clients and neighbours to see if they know where the client has gone



- tell your supervisor you did not see your client and what others have told you
- your supervisor will also check around and if they are concerned they will tell their Manager/Council/Police

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Medications

Follow your organisations Policy about assisting clients with their medications and follow the clients Care Plan.

- **Right person** – check the name on the pack every time, lots of medicines look the same, so check the pack has the same name as your client
- **Right day** – check the day on the pack, every time check the day
- **Right time** – check the right time of the day, some medicines are for the morning, some with meals, only prompt medicine at the right time
- **Right record** – make sure you record what you prompted them to take and when (date and time), otherwise you or another carer might think the client didn't get their medicine and prompt it twice!



Home care safety

You will often be in a client's home providing care and it is important you and your client are safe.

- never leave cooking, heaters, or candles unattended
- don't overload power boards
- make sure electrical appliances are in good working order
- ensure cigarette ash and butts are extinguished
- discourage your client from smoking in bed
- do not dry clothing in front of heaters
- store all matches and lighters out of reach of children
- make sure exits are kept clear of rubbish
- ensure you know how to use a fire extinguisher and fire blanket
- never deadlock yourself or your client inside the house
- ensure smoke alarms are working (if anybody has difficulty hearing, then consider installing special smoke alarms for hearing impaired)
- make sure everyone knows what to do in case of fire and don't fight the fire (unless very small), get out and stay out and dial Triple Zero (000) immediately or contact the local police
- prepare or revisit Fire Escape Plan including an escape plan, practice it and make sure everybody knows what it is



Working with Care Plans Top Tips

1. follow the Care Plan
2. tell your Supervisor if things change for your client
3. give medicines the right way
4. treat all clients the same
5. make sure there is a fire plan
6. check fire alarms are working

