

MODULE 2 : BASIC RESPONSIBILITIES OF LTC WORKERS



- The objective of this section is to guide Long-Term Care (LTC) workers in understanding and fulfilling their core responsibilities to provide respectful, safe, and high-quality care for their clients.
- It emphasizes the importance of adhering to care plans, accurately performing tasks, documenting changes, responding to emergencies, and maintaining professionalism.
- By following these guidelines, LTC workers can contribute to a positive, dignified care experience while ensuring the safety and well-being of the individuals they care for.

- LESSON 1:
UNDERSTANDING
THE CARE PLAN



- LESSON 2:
PERFORM
TASKS
ACCORATELY



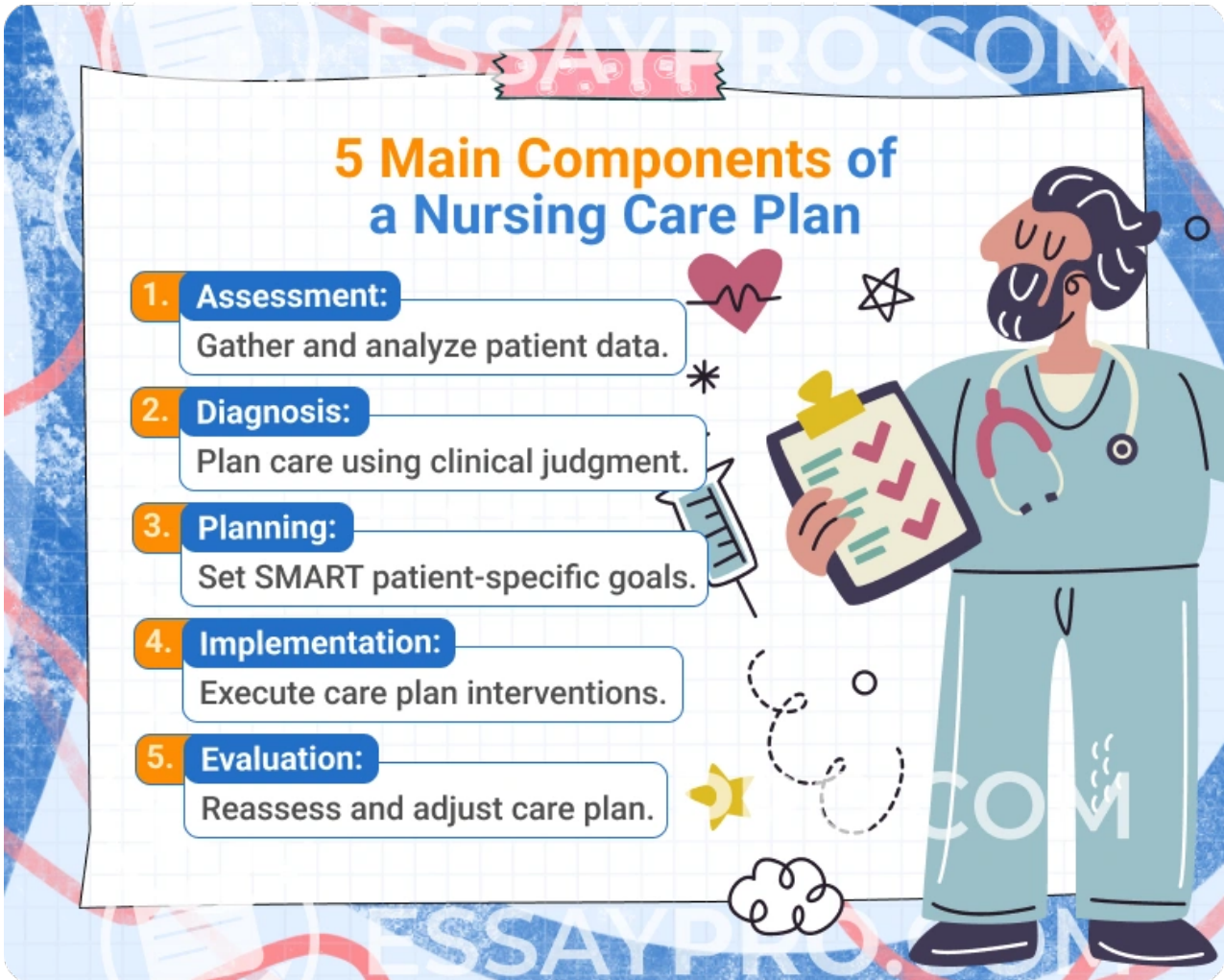
- LESSON 3:
DOCUMENT
AND REPORT
CHANGES

- LESSON 4:
RESPOND
APPOPRIATELY IN
EMERGENICES

- LESSON 5: BE
PROFESSIONAL

- LESSON 6:
NOTICE PERIOD

LESSON 1: UNDERSTANDING THE CARE PLAN



Nursing Care Plan Format (4 Columns)			
Nursing Diagnosis	Goals & Outcomes	Interventions	Evaluation
Ineffective airway clearance RT tracheal bronchial inflammation, edema formation, increased sputum production AEB coughing, dyspnea, purulent sputum	After 8 hours of nursing intervention, the patient will display/maintain patent airway with breath sounds clearing; absence of dyspnea, cyanosis, as evidenced by keeping a patent airway and effectively clearing secretions.	1. Assess the rate, rhythm, and depth of respiration, chest movement, and use of accessory muscles. 2. Elevate head of bed, change position frequently. 3. Suction as indicated: frequent coughing, adventitious breath sounds, desaturation related to airway secretions.	After 8 hours of nursing intervention, the patient was able to maintain patent airway with breath sounds clearing AEB absence of dyspnea, cyanosis, and effectively clearing secretions.

Nurseslabs

- Objective: The objective is to ensure that Long-Term Care (LTC) workers understand and adhere to each client’s care plan to deliver personalized, respectful, and effective care that meets the client's individual needs and preferences.

Understanding and Following the Care Plan

- A care plan is a crucial tool for Long-Term Care (LTC) workers, as it provides a comprehensive guide to a client's specific needs, preferences, and routines.
- Developed after a detailed assessment, it ensures that care is consistent, efficient, and personalized to each client.
- By thoroughly reviewing the care plan, you can gain a deep understanding of the client's health status, daily schedule, and any special requirements.



Understanding and Following the Care Plan

- This knowledge allows you to provide the most effective, personalized care, fostering the client's comfort, dignity, and overall well-being.
- Adhering to the care plan also promotes consistency, helping you meet the client's evolving needs and preferences.
- Keeping the plan updated and adjusting care as needed is vital to ensuring continued quality and respect for the client's choices.



Understanding and Following the Care Plan

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Review the Care Plan Thoroughly:

- Understanding a client's medical history, current health status, preferences, and specific care needs is essential for providing effective care.



- It's important to gather key details about their daily routines, treatment plans, and the level of assistance required.
- This information helps you deliver personalized care that respects the client's wishes while ensuring their health and safety are prioritized.
- By reviewing this information regularly, you can adapt your approach to meet the client's changing needs, ensuring consistent and compassionate support.

Personalized and Respectful Care:

- The care plan is a vital tool that allows you to provide personalized, respectful care by considering the client's preferences, routines, and needs.
- By reviewing and following the plan, you ensure that tasks such as meals, hygiene, mobility, and medication are delivered in a way that aligns with the client's expectations and promotes their dignity.

Personalized and Respectful Care:

- Always be attentive to their feedback and any changes in their health or preferences, adjusting your approach as necessary.

Creating a Personalized Care Plan



- This client-centered approach fosters trust, enhances the quality of care, and supports the client's independence and comfort.

Follow the Tasks as Outlined in the care plan:

- Following the care plan with attention to detail is essential to providing personalized and effective care.
- Ensure that each task is performed as outlined, taking into account the client's individual needs, preferences, and health conditions.
- By adhering to the care plan, you not only help maintain the client's comfort and dignity but also contribute to their overall health and safety.

Creating a Comprehensive Care Plan



Follow the Tasks as Outlined in the care plan:

- Regularly check in with the client to confirm that their needs are being met and to make any necessary adjustments based on their feedback. Consistent and respectful adherence to the care plan helps build a strong, trusting relationship between you and the client.

Nursing Care Plan Format (4 Columns)

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Ineffective airway clearance RT tracheal bronchial inflammation, edema formation, increased sputum production AEB coughing, dyspnea, purulent sputum	After 8 hours of nursing intervention, the patient will display/maintain patent airway with breath sounds clearing; absence of dyspnea, cyanosis, as evidenced by keeping a patent airway and effectively clearing secretions.	1. Assess the rate, rhythm, and depth of respiration, chest movement, and use of accessory muscles. 2. Elevate head of bed, change position frequently. 3. Suction as indicated: frequent coughing, adventitious breath sounds, desaturation related to airway secretions.	After 8 hours of nursing intervention, the patient was able to maintain patent airway with breath sounds clearing AEB absence of dyspnea, cyanosis, and effectively clearing secretions.

Ongoing Monitoring and Adjustment :

- Regularly assess the client's condition and look for any signs that their needs may have changed.
- This could include changes in mobility, appetite, cognitive function, or emotional state.
- If you notice any changes, don't wait—report them to your supervisor or the healthcare team as soon as possible.



Ongoing Monitoring and Adjustment :

- This allows the care plan to be adjusted promptly, ensuring that the client continues to receive the appropriate care.
- Proactively addressing changes in the client's condition helps maintain their comfort, dignity, and safety, contributing to the overall quality of care provided.



Confidentiality and Respect for Privacy:

- Always maintain confidentiality regarding the care plan and personal information.



- The information in a care plan is confidential and must be treated with the utmost respect.

- Treat the client's privacy with the utmost respect.
- Always ensure that any personal information you learn about a client remains private and is shared only with the appropriate people when necessary.



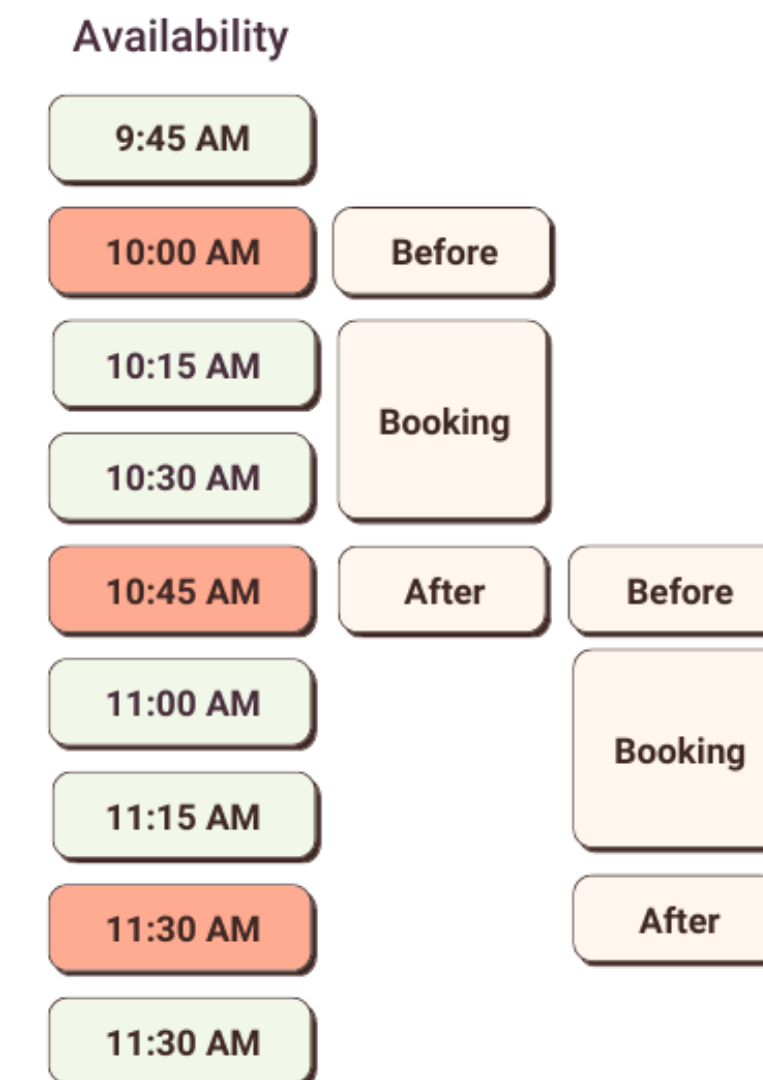
LESSON 2: PERFORM TASKS ACCURATELY

- The objective of performing tasks accurately is to provide high-quality care by completing tasks on time, according to the client's needs and preferences, ensuring their comfort and dignity are maintained.



Follow the Client's Preferred Schedule

- Each client has a routine that works best for them. Whether they prefer a shower in the morning, a particular time for meals, or assistance with mobility at a certain time of day, respecting this schedule is vital. By doing so, you show that you value their preferences, which improves their quality of life.



- Example: If the client prefers to have breakfast at 8:00 AM, make sure you are available to assist them at that time. This shows that you are attentive and considerate of their needs.

Perform Tasks with Precision

- Tasks like bathing, dressing, feeding, and administering medication should be done with careful attention to detail. Use the correct methods and tools to ensure that each task is completed safely and comfortably.



- Always check the care plan for specific instructions, such as the temperature of the water for bathing or the exact medication dosage. Small details can make a big difference in the client's well-being.

Respect Client Preferences

- While performing tasks, it's important to respect the client's preferences. This could mean offering choices when possible or adjusting the way you provide care based on their likes or dislikes.



- For example, if a client has a favorite soap or lotion, use those products. If they have a preferred position during a task, make sure to accommodate them.
- Example: If a client prefers a specific type of shampoo, ensure it's the one you use for them during bathing. This shows that you care about their comfort and well-being.

Be Timely and Efficient

- In addition to performing tasks accurately, you must also be timely.



- Completing tasks on time helps to maintain a predictable and structured routine for the client.
- This not only reduces anxiety for the client but also ensures that they receive the proper care within the appropriate timeframes.
- Use a checklist or schedule to keep track of tasks and ensure that everything is completed on time.

Communicate with the Healthcare Team

- If any changes in the client's condition occur—whether related to their physical health or emotional state—it's crucial to document and report these changes promptly.
- Keeping your team informed ensures that adjustments to the care plan can be made quickly to meet the client's evolving needs.
- If you notice any changes, no matter how small, let your supervisor or healthcare team know right away. Prompt communication helps maintain continuity of care.



LESSON 3: DOCUMENT AND REPORT CHANGES



- The objective is to ensure timely communication of any significant changes in a client's condition, allowing the care team to adjust the care plan as needed.

- By documenting and reporting changes promptly, you help maintain effective care, address potential issues early, and support the client's well-being and safety.



- Maintaining accurate documentation and reporting changes in a client's condition is crucial for ensuring continuous, high-quality care.
- By documenting and reporting changes, caregivers help the care team stay informed.

- Caregivers should document every change, no matter how small, as early signs of bigger issues can emerge from minor changes.



- Timely and accurate documentation supports excellent care, ensures legal compliance, and fosters a transparent, trustworthy relationship between the caregiver, client, and healthcare team.

What to Document

- Physical Changes: Monitor for visible changes such as alterations in skin color, mobility, or signs of pain.
 - For instance, if you notice a client's left leg swelling and feeling warm to the touch, this should be documented to alert the care team to potential issues.
- Mental or Emotional Changes: Any signs of confusion, anxiety, or depression are also crucial to note.
 - For example, if a client appears more anxious than usual and refuses medication, it's important to document this to ensure that it's addressed and properly managed.



What to Document

- Changes in Routine: A deviation from the client's normal routine, such as skipping meals or activities, can signal a health issue.
 - If a client fails to finish breakfast, which is not typical, documenting this change helps track any emerging concerns.



How to Document Changes

- Be Clear and Accurate: Describe changes as objectively and specifically as possible. Avoid vague language or assumptions.
 - For instance, instead of saying, "The client seems sick," state the precise symptoms, such as "The client has a fever of 101°F, and is shivering." This provides clearer insight into the situation, and helps avoid misinterpretation.
 - Use the Appropriate Forms: Every workplace will have a designated method for documenting changes, whether it's paper forms or a digital platform. Familiarize yourself with these tools and make sure you're following the right procedures for reporting changes.
- This helps keep everything consistent and ensures that your documentation is easy for others to review.

How to Document Changes

- Record the Time and Date: Always include the exact time and date of the change you're documenting.
- This helps establish a timeline and allows the care team to identify any patterns or trends.

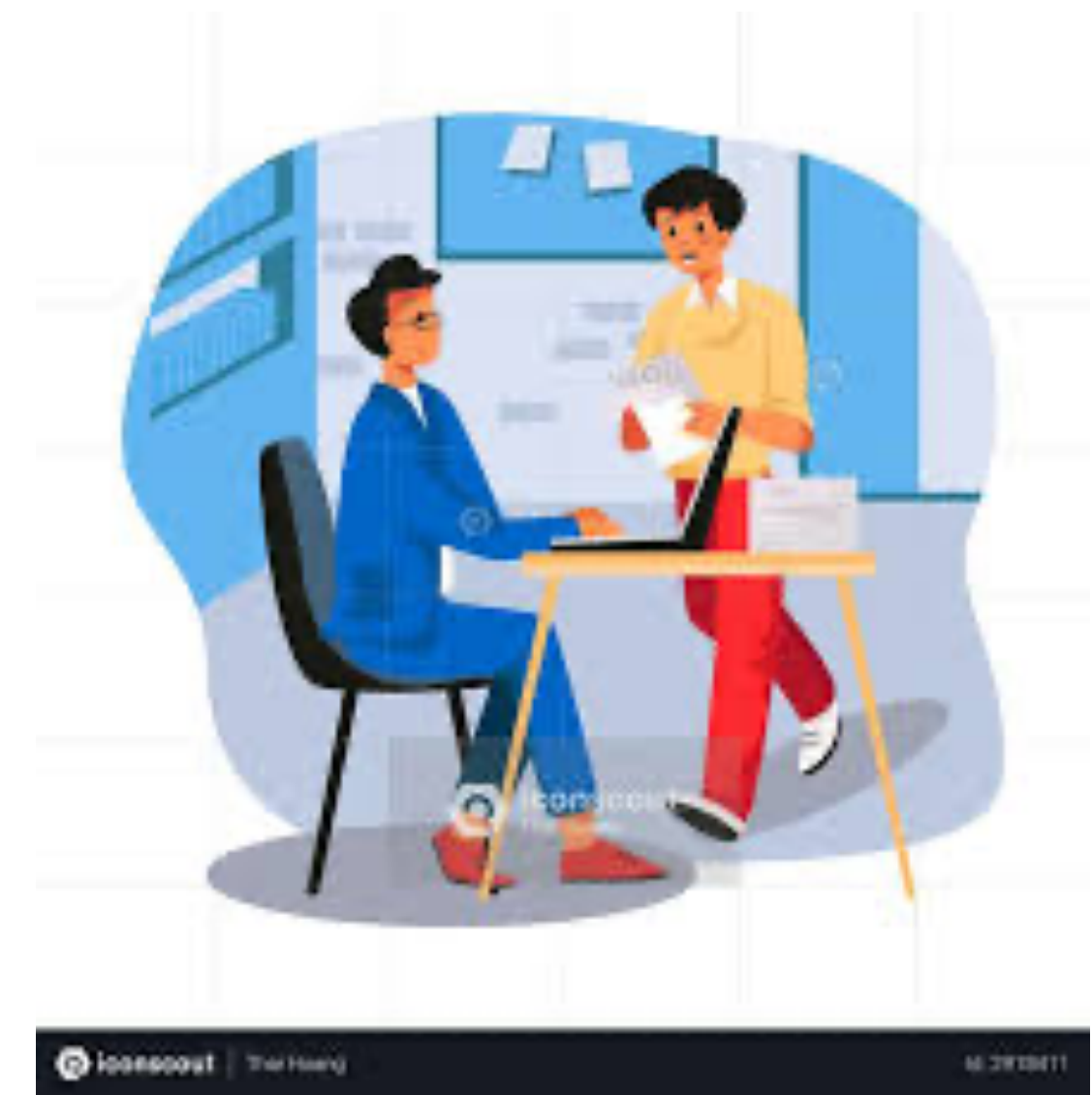


- For example:
"10/12/2023, 8:00 AM – Client experienced mild shortness of breath while walking to the bathroom."

This specific record is important for tracking the client's condition and providing a basis for further action.

Reporting Changes to Supervisors or Healthcare Team

- Promptly Inform Your Supervisor:
- Whenever you observe a significant change in a client's condition, it's important to report it immediately.
- Don't wait for your next shift or assume that someone else will notice.
- Prompt communication can help prevent issues from worsening and ensure the client's well-being is maintained.



Reporting Changes to Supervisors or Healthcare Team

- Use Clear Communication:
- When reporting changes, be specific about what you've observed and detail any actions you have already taken.
- Clear communication helps the healthcare team understand the situation quickly and accurately, allowing them to act without delay.
- For instance, saying, "I noticed that the client's blood pressure has risen since yesterday, and they seem more tired. I've documented it and wanted to make sure you're aware so we can adjust the medication," provides important context and ensures that everyone is on the same page.



LESSON 4: RESPOND APPROPRIATELY IN EMERGENCIES

- The objective is to ensure the client's safety and well-being during emergencies by acting quickly and appropriately. Caregivers must stay calm, follow emergency protocols, and seek immediate help when necessary to prevent harm and ensure proper care.



Steps to Respond to Emergencies: Stay Calm and Assess the Situation

- The first thing to do is stay calm. If you're calm, it helps you think clearly and make decisions quickly.



- Panicking can delay your response and add stress to the situation.

- Quickly assess the situation to understand the severity of the emergency.
 - For example, if the client is unconscious or bleeding heavily, it's clear that immediate medical attention is needed.

Steps to Respond to Emergencies: Ensure the Client's Safety

- Before taking any action, make sure that both you and the client are safe.
 - Remove any immediate dangers, like a hot surface, sharp objects, or moving traffic.
- If the client has fallen or is in pain, ensure that you do not move them unless absolutely necessary.
 - Moving them incorrectly can make injuries worse, especially in cases of suspected fractures or spinal injury.

Steps to Respond to Emergencies: Follow Emergency Protocols

- Every facility or home setting has specific emergency protocols. These are the guidelines you must follow to handle emergencies safely and effectively.



- For example, if you encounter a medical emergency like a heart attack, the protocol might involve calling emergency services (911), performing CPR if necessary, and monitoring the client's condition until help arrives.

Steps to Respond to Emergencies: Call for Help

- Don't hesitate to call for help. Whether it's alerting a supervisor, calling 911, or reaching out to other team members, getting help fast can be life-saving.



- When calling for help, be clear and provide all relevant details: what happened, the client's condition, and any actions you've already taken.

Steps to Respond to Emergencies: Document the Incident

- After the emergency has been addressed, document the incident according to your workplace guidelines. Record the time, what happened, the actions taken, and any instructions provided by medical professionals.



- Accurate documentation helps the healthcare team review the incident and adjust the care plan if necessary.

Steps to Respond to Emergencies: Provide Reassurance

- If the client is awake and alert, reassure them.
- Your calm and positive demeanor can help reduce their stress and anxiety during a difficult time.



- Let them know that help is on the way and they are being taken care of.

LESSON 5: BE PROFESSIONAL



- Objective: Professionalism involves dressing appropriately, being on time, communicating clearly with your team, and keeping accurate time sheets. These actions help ensure reliable, respectful care, maintain effective teamwork, and support legal and organizational requirements.

Dress Appropriately

- Wearing the proper attire helps maintain a professional appearance and sets the tone for respectful interactions with clients and colleagues.
- In most caregiving roles, this means wearing a uniform (if required), comfortable shoes, and ensuring personal hygiene is maintained.



- A neat, well-groomed appearance shows clients and coworkers that you are serious about your job and respectful of the care environment.

- Appropriate dress also ensures your safety. For example, closed-toed shoes protect your feet, and clothing should not have loose parts that can get caught or cause accidents.

Be Punctual

- Arriving on time for your shifts is crucial. Being punctual ensures that clients receive the care they need without delays, and it shows that you respect their time and needs.
- Consistent punctuality also reflects your reliability and professionalism. If you are running late for any reason, always inform your supervisor or team, and ensure that a plan is in place to cover for you.
- Timeliness also includes completing tasks on time and adhering to the client's schedule, as this demonstrates reliability and consistency in your caregiving.



Communicate Clearly with Your Team



- Clear communication is vital in caregiving. You must be able to articulate client needs, changes in condition, and any observations to your team effectively.
- Always use simple, clear language, avoid jargon, and ensure that the message is understood by everyone. This helps avoid misunderstandings and ensures that all team members are on the same page when it comes to client care.
- Regular communication with your supervisor and other caregivers is also key to maintaining a smooth flow of care and ensuring continuity when tasks are passed off to another shift.

Keep Accurate Time Sheets

- Keeping accurate time records is a key responsibility in caregiving. Timekeeping not only ensures you are compensated correctly but also helps in tracking the client's daily care.
- Accurate time sheets reflect professionalism and prevent potential discrepancies, especially when it comes to billing or auditing. This also helps supervisors know if additional help or resources are needed.
- Be diligent and honest about your work hours and always report any discrepancies or issues promptly.

LESSON 6: NOTICE PERIOD



- The objective of giving notice is to ensure a smooth transition, allowing time for a replacement to be found and care to continue without disruption. It reflects professionalism and respect for the team and client.

- When leaving a caregiving position, it's important to provide two weeks' written notice.
- This allows for a smooth transition, giving your employer time to make necessary arrangements and ensuring continued care for the client.



- It demonstrates professionalism and respect for your role and responsibilities.

Ensures a Smooth Transition for the Client

- Continuity of Care: Clients rely on you for their daily care and support. Giving advance notice ensures that their care won't be disrupted and helps the organization find a suitable replacement to take over your responsibilities.



- Reduced Stress for Clients: Transitions can be hard on clients, especially if they've developed a close bond with their caregiver. Providing two weeks' notice allows the client time to adjust to the upcoming change.

Shows Professionalism and Respect

- Respect for the Organization: Providing notice shows respect for your employer and your coworkers. It gives the team time to adjust, plan, and ensure that proper coverage is arranged.
- Maintains a Positive Reputation: Giving proper notice leaves a positive impression, even if you're leaving for personal or career reasons. It enhances your professional reputation and keeps doors open for future references.



Helps with a Smooth Handover

- Time for Handover: Two weeks gives your employer enough time to transition your tasks. You'll be able to provide a comprehensive handover, ensuring that your replacement understands the client's needs, routines, and preferences.



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Plan Your Departure Responsibly

- Notify Early: Always give the proper notice even if you're leaving for another opportunity. If you're leaving for personal reasons, you still owe it to the client and your team to give them adequate time to prepare.
- Formalize Your Notice: Draft a clear, professional letter or email to your employer outlining your departure date and offering assistance with the transition process. Keep the tone respectful and appreciative.

Congratulations, you finished
module 2, please complete
the quizzes.

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Congratulations, you finished
module 2, please complete
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