



R025 L04

Be able to create support plans

Learning Outcomes -

- ▶ How to communicate information clearly, sensitively and appropriately to different audiences
- ▶ How to match care and support provision to specific individual needs
- ▶ How to adapt care and support to reflect progression of individuals through different life stages
- ▶ How to link care and support to specific medical conditions for different life stages.

Starter:

- ▶ Work in pairs. One person needs to cover their ears so they can't hear anything. The other person needs to try and communicate a verbal message.

Reflection

- ▶ How successful was that message passed on?
- ▶ How could we make it easier to communicate?



So how do we communicate effectively?

- ▶ Firstly, how would they like to be communicated with?
 - ▶ Manual/sign language
 - ▶ Larger size text
 - ▶ Symbols/pictures
 - ▶ Audio tapes/dvds
 - ▶ Translation
-
- ▶ You also have to make sure it is clear and accessible to the individual. Also making sure it is in a sensitive manner.

How to communicate information clearly, sensitively and appropriately to different audiences...

- ▶ The types of information that is considered confidential can include:
- ▶ name, date of birth, age, sex and address
- ▶ current contact details of family, guardian etc
- ▶ bank details
- ▶ medical history or records
- ▶ personal care issues
- ▶ service records and file progress notes
- ▶ individual personal plans
- ▶ assessments or reports
- ▶ guardianship orders
- ▶ incoming or outgoing personal correspondence.



So how could we keep this information safe?

- ▶ Brainstorm in your book as many ways that you can think of to keep information safe.



Examples of maintaining confidentiality include:



- ▶ individual files are locked and secured
- ▶ support workers do not tell other people what is in a client's file unless they have permission from the client
- ▶ information about clients is not told to people who do not need to know
- ▶ clients' medical details are not discussed without their consent
- ▶ adult clients have the right to keep any information about themselves confidential, which includes that information being kept from family and friends.

Case study

- ▶ Before Usha was discharged from hospital, she had to have a review from the hospital social worker, who was arranging the support needed to allow Usha to go home. Usha was on a busy stroke ward and the social worker had to speak very loudly for her to be able to hear what she was saying. She discussed Usha's financial and family situation on an open ward during visiting time. Usha was tired and has dementia. She was expected to sign the form that she understood the situation.
- ▶ Why or why not is this appropriate? How could we improve the situation?

What is a support plan?

- ▶ Support plans set out how a person's care and support needs will be met. Everyone's needs for care and support are different, and their needs can be met in different ways. The care and support planning process is there to help decide what the best way to meet the person's needs. It considers a number of different things:
 - ▶ What are the needs
 - ▶ What do they want to achieve
 - ▶ What can they do by themselves or with the support they already have
 - ▶ What care and support is available.

How could we match a support plan to someone's individual needs?

- ▶ Local authority should do a comprehensive needs and risk assessment, including, personal needs, mobility, medication and their general safety in the home. Some are simple some are more complex.
- ▶ Younger children may be able to rely on parents but as they go through the life stages they may choose to live on their own so will need support.

For example: Support for the elderly

- ▶ We will watch two clips to help you consider reasons why elderly people need support with everyday activities.
- ▶ In groups of four, create a table similar to the one on the right.
- ▶ Identify all the reasons *why* elderly people may need extra support.
- ▶ Use the four following subheadings: physical, medical, emotional, mental health.
- ▶ Think about it in relation to medical and physical reasons.

Medical	Physical
Emotional	Mental Health

Clip 1:

<https://www.youtube.com/watch?v=Fz8ACEu7Lho>

Clip 2:

<https://www.youtube.com/watch?v=V5EsxU84ay4>

Medical

- Stroke
- Parkinson's disease
- Dementia/Alzheimer's

Physical

- Sensory impairments
- Wheelchair users
- Immobile

Emotional

- Loneliness

Mental Health

- Bipolar
- Schizophrenia
- Depression
- Anxiety
- Stress

Types of care available to the elderly

What support choices do the elderly have?

Residential care

Care homes, also known as adult family homes, board and care homes, residential care or personal care homes offer personalized service to small groups of adults. These residential homes provide lodging, meal services and assistance with daily living activities.

Domiciliary care

Domiciliary care is defined as the range of services put in place to support an individual in their own home. Services may involve routine household tasks within or outside the home, personal care of the client and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.



Informal Careers

Many people who need care and support are not catered for in the current formal health care system.

They still need care and support and this is commonly provided by the following people:

- Family members
- Friends
- Neighbours
- Local Support Groups

The care is usually *unpaid* and often provided by *untrained* carers who are also working and/or have families of their own.

Informal Careers



In pairs:

- Make a list of the type of care each informal carer group could provide
- How and why the care provided might differ.



Young Carers

Who are young carers?

A young carer is someone **under 18** who regularly helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.

www.youtube.com/embed/ofFatYwBh-g



story of a real carer: difficult scenes



shown
Current stats:

Over 166,000
young carers
in the UK

The average age
of a young carer

= 12

Case study

- ▶ Alice is an 83 year old widow. She is recovering from a stroke, which has left her struggling with mobility, and because of this she is prone to falls. Her memory has been affected and so has her eyesight. She needs help with all personal care.
- ▶ How could we help her? What support plan could we put in place?

Challenge

- ▶ Clive is 42 and broke his neck in a motorbike accident. He needs help to get up, shower and get dressed in a morning and also go to bed. However, during the day he can go out and meet friends. He also plays wheelchair rugby. He often meets friends in the evening at the pub.
- ▶ How could we help him out? To support his PILES?



Task

Case Study: Produce a support plan for a person with a specific medical requirements

Amy is 14 years old and has a medical condition called Cerebral Palsy. Amy's cerebral palsy was diagnosed at birth and it affects her physical and intellectual development. Physically it affects Amy's movement, posture and co-ordination and regularly has seizures. Amy's intellectual development is affected by the condition as she has difficulties with her speech and language. Amy lives with her Mum, Dad, one sister aged 11 and a brother aged 5 who both go to a local primary school. Mum and Dad both work full time at the moment and Amy attends Abbey Special school 5 days a week, she gets picked up daily by school transport. Amy takes medication twice a day to relieve muscle spasms and help control the pain. For Amy's medical condition she goes to physiotherapy three times a week and follows a specific diet which helps to lower the amount of seizures she has.

Step 1 - Include the case study in your task as an introduction.

Step 2 - give a brief paragraph explaining what Cerebral Palsy is and how it can affect their life (can they be independent, will they always need support, is there anything that will restrict them in life?)

How will cerebral palsy affect Amy and her life?

Step 3 - Create a table to include in the care plan providing personal information about Amy:

Personal information	
Title	
First name	
Surname	
Date of birth	
Address	
Telephone number	
Religion	
Next of kin	
Relationship	
Address	
Telephone number	

Step 4 - Outline of the individuals medical history.

Medical history information	
Telephone number	
Medical condition	
Additional comments	
Medication	
Allergies	
Comfort and mobility	
Communication	
Activities	
Clothing	
Personal care	
Hygiene	
Mental alertness	
GP/doctor	

Step 6 - Care plan summary: Amy's care plan needs

- ▶ Make a table/list of all the needs Amy currently needs in this life stage and explain who will support her.

Example	Morning tasks	Support/carried out by	Dinner/early afternoon tasks	Support/ carried out by
Monday	<p>Personal care - getting out of bed, toilet and getting ready</p> <ul style="list-style-type: none">- Having breakfast- Travels to school	<p>Mum will support in lifting her out of bed....</p> <ul style="list-style-type: none">- Her sister makes her breakfast and mum feeds her at the table.- Gets picked up by school transport (support worker wheels her into bus and fastens her in)		

Step 7 -

- ▶ Explain how the care plan you have made meets Amy's physical needs, intellectual/language needs, emotional and social needs.
- ▶ Pick examples from your care plan to explain how they meet PILES for Amy.

Basic example for physical -

Amy needs support with getting dressed in a morning. She needs support for activities such as getting a shower, brushing her teeth and putting her clothes on. Amy is supported by her mum but when she is in the bathroom to make it easier and preserve her dignity, in the house there is a walk in wet room with a chair so it provides support for Amy and her Mum. This means that she can have a full shower and not have to struggle getting into a bath tub. She can be more independent and this will increase her confidence and her dignity. The care plan includes rails being fitted in the bathrooms next to the toilet and supports. This will make it easier for her to go to the toilet and lift herself up.



Physical Needs:

Joyce can currently wash and dress herself however sometimes forgets to do certain things such as wash her hair and clean her teeth during the week when she isn't seeing anybody. Sometimes Joyce finds it difficult to get in and out of her bath to wash herself, this can be overcome by providing her with rails around her bathroom so that she can easily get into and out of the bath safely and independently. This would also make sure that Joyce can still have a sense of dignity as she won't need to have someone to help her getting into and out of the bath. There will also be rails put around her toilet so that it is easier for her to be able to sit down and get back up when she's using the toilet. These would be fitted surrounding Joyce's needs by a occupational therapist or a chartered physiotherapist who would visit Joyce in her home to assess, recommend and fit equipment that would make Joyce safer at home. For example...



Rails on the bath
toilet

Rails on the walls

Supports around the

Joyce takes great pride in her appearance and likes to have her hair styled and her nails shaped smoothly. To help her feel self pride, despite her condition which can naturally cause a knock of self confidence, Joyce will be visited by a hairdresser and beautician once a month to make sure that she can still have the same the amount of self pride that she had before the condition. 'Lily Pins' is a company which provide dementia trained hairdressers to care homes and for personal home visits for people who have dementia. This would be a good way to ensure Joyce feels happy with her appearance.

Example from previous Y11 with a different case study

Joyce can currently feed herself with simple meals such as cheese on toast and ready meals however cannot cook a substantial meal independently. This will be supported by her having care assistants coming into her home and helping her to cook and prepare a meal for herself, they will also ensure that Joyce can still do things independently and check on her physical well being. She may also be offered equipment to help her in the kitchen, such as specialised cutlery and utensils. For example cutlery with large, indented handles which are easier to grip, non-spill cups with lids on which make sure that no liquid is spilt, especially a hot drink which could cause harm to someone if it's spilt on flesh. Other equipment that may be useful in the kitchen could be a kettle tipper which is a frame that allows boiling water to be poured safely, at a constant rate without needing to lift the kettle. This will also reduce the risk of scolding from the water. Grip extensions on controls of appliances, such as ovens or microwaves, may be useful as it could be difficult for someone with dementia to adjust them. An occupational therapist would also assess her needs for the specialist equipment.



Example from previous Y11 with a different case study

Social Needs:

Due to her condition, Joyce has lost contact with any previous friends that she had, this can make it hard for her to be able to socialise with people as she has no way to be able to contact them. Joyce used to go to the local boules club in the village with her husband every week; however stopped going when her husband passed away as she didn't want to go alone, this also meant that she lost contact with her friends at the club.

Joyce doesn't usually participate in any social events or activities, however likes to go out with her family to restaurants for special occasions, she also has a strong connection with Helen's parents who are of a similar age to Joyce. They sometimes chat about what life used to be like then they were little, this brings out the best in Joyce as she can remember elements from her long term memory. Helen's parents also try their best to look after Joyce and make sure that she isn't lonely.

Joyce's social needs will be resolved mainly by the carers coming in to chat to Joyce and try to stimulate her brain about her past, they will also try to get Joyce to go on group trips for elderly people with Alzheimers which can be organised by the local Alzheimer's society branch along with the council. These outings will help Joyce to get out the house more and be able to experience things that she hasn't done before or that she wants to do but cannot do it independently any longer.

Also, Helen usually takes Joyce out shopping for clothes when she needs them, this can be beneficial for Joyce as she is getting out the house and having a day where she can fully communicate with someone, this will make her feel happier and a lot less lonely. During this time she may also show less symptoms of the dementia as her brain is being stimulated.

Cognitive Needs:

In an appointment or a visit from a care assistant, pictures or symbols could be used to stimulate Joyce's brain and help her to remember things by thinking about a certain image instead of just recalling the information. These can be helpful around her house as well to remind her what / where everything is, for example in the kitchen she may have symbols or pictures highlighting different appliances such as the kettle, fridge and microwave. This is beneficial so that Joyce can remember where everything is in the kitchen which also helps to maintain her independence. For example...



Emotional Needs:

Emotionally, Joyce will be feeling lonely and isolated due to the fact that she is living alone as her husband passed away 2 years ago. This can cause her to be lonely as she currently has nobody during the day to communicate with. This can be resolved by care assistants visiting Joyce 2-3 times a day, 7 days a week to help her prepare meals, helping her clean her house / clothes and also simply talking to her and preventing her from being lonely and isolated. Also, the charity 'Age UK' offer a befriending service to lonely older people that is designed to make them less isolated and to make a new friend who they can have a conversation with. It is important however that the person that 'befriends' Joyce is experienced with dementia and has had specialist training, as it may be difficult for somebody who doesn't know about dementia to communicate with Joyce.

Also, Peter and Helen will visit her at the weekends and try to spend as much time with her as possible to prevent loneliness, however it is difficult for them during the week to see her as they will all be working and looking after their own children, this is even more important that Joyce has care assistantes that visit her daily. Although her family can't see her in the week, they will always try their best to be able to care for Joyce and make sure that she is okay and not in any danger.

Peter and Helen will also ensure that Joyce can get to any appointments that she needs to go to and will transport her their as she cannot get there independently.

Other examples that could be included (intellectual, language, emotional, social)

- ▶ To support Amy twice a week she goes to physiotherapy appointments. When communicating to the physiotherapist they use pictures and symbols to show her examples of the activities she will be doing. This is an effective way of communicating to Amy and allows her to understand what is happening. This then increases her confidence and self esteem as her needs are being considered...
- ▶ Amy has a teaching assistant/support worker at school who knows her needs and abilities. They will need to be patient when dealing with Amy to give her time to communicate because...
- ▶ School/teacher will know her academic abilities.... so lesson activities can be adapted to her ability so she still makes progress in lessons...positive effect because...
- ▶ Important to give Amy social opportunities - hobbies, days out, having her nails/hair done. Allows her to feel her age and not feel isolated or at home.
- ▶ Amy's mum takes her shopping for her clothes, allows her to see the different options what would be most comfortable to her to wear - be independent and make her own choices.

Step 8

- ▶ Explain in detail why it is important to have a care plan that matches Amy's needs.
- ▶ What is the aim of the plan for Amy? Independence? Feel safe and supported?
- ▶ How are you going to discuss this with Amy? (Show her the care plan)
 - ▶ For the care plan how will you provide the information
 - ▶ Need to make sure you communicate information clearly, sensitively and appropriately. (British sign language, Makaton, Braille, simplified language, symbols and pictures, audio tapes/DVDS).
 - ▶ Make sure they can see, hear and are comfortable (maybe discuss in Amy's house)
 - ▶ Talk clearly and allow the person to be able to lip-read if necessary
 - ▶ The environment should be quiet, with no distractions.
 - ▶ The plan must be physically accessible to the individual.
 - ▶ Print a copy of care plan for Amy? Make a photo copy for her bedroom?
 - ▶ Family member present to be with Amy? Make her more comfortable?

Step 9

- ▶ Discuss how an individual's needs change as they age.
- ▶ How will the care plan change when Amy goes into the adulthood life stage.
- ▶ Give an example of how the day will change.

Things to consider:

- ▶ Amy will no longer be in school
- ▶ Could she get a job?
- ▶ Will need care arranged for her in the day
- ▶ Supported living? Or still live at home with parents?