CHC30212 Certificate III in Aged Care

CHCAC318B Work effectively with older people

CHCAC317A Support older people to maintain their independence

Study Guide

Module 1 - Working with older people
Introduction

This study guide is designed to assist you to get a general overview of the units being studied in this module, and to know where to go to find information about the topics.

This Study Guide is to be used alongside the textbook specifically written for the Certificate III in Aged Care. The textbook information is:


Learning: The Study Guide provides information about how to gain knowledge and develop skills on the topics that are being covered in this course. In summary, students can gain knowledge through:

• Discussion Forums – open to all students in this course
• News Forums – news listed by the Course Coordinator
• Videos - links to videos that relate to the topics
• Reading additional materials
• Links to web pages that are related to the course
• Attitudes and Images of Ageing Resource – which covers information on society’s perceptions of the elderly.
• Simulated Aged Care Facility – an online interactive aged care facility
• Workbooks – which provide information on the topics
• Healnet - a website that provides in depth information on specific topics to do with aged care, nursing, disability, and mental health. You can do these small individual short courses and receive certificates after completion.

Activities: There are activities and other tasks to complete within the resources provided. The following resources have activities that assist you to practice your skills and knowledge. These activities are not compulsory however they will allow you the opportunity to develop your skills and knowledge as you go.

• Textbook - has activities throughout the chapters and at the end of the chapters
• Toolbox – allows you to practice things such as completing forms for an aged care facility
• Discussion forums – allow you to discuss your thoughts with other students to expand your understanding of the topics
• Workbooks – have activities such as doing research on topics, speaking to experienced professionals and completing observations
• Attitudes and Images of Ageing Resource – has nine self checking questions at the end to check your understanding of the materials.
• Healnet – provides the opportunity to develop skills and complete activities, which result in the student being awarded a certificate of completion.

Doing these activities will provide a guide as to whether you are ready to complete the assessments. If you do not understand the answers to the activities, or if you have difficulty completing any, you should contact your trainer for assistance. Remember, only the assessments need to be submitted to your assessor for marking.

This Study Guide may contain many new, and sometimes difficult, terms to understand. It can be like learning another language! It takes practice and visual examples to gain a true understanding of the material required to become a successful Aged Care Support Worker.

You may choose to watch the YouTube videos several times, and then perhaps take notes during one of these times. You may choose to read the readings several times over.

Feel free to browse the internet, watch other YouTube videos, or do your own research to find out more about topics that are of interest to you. The resources provided in this guide are by no means exhaustive, and you will find good resources in other places. In addition you may ask questions of your Trainer/Assessor for this Study Period.

Learning objectives/outcomes

At the end of this study period, we expect that you should be able to:

• Communicate well with older people
• Know when to make written reports
• Understand the value and philosophies underpinning the sector
• Understand the basics of supporting an older person with their activities of living
• Support an older person’s emotional well being
• Support an older person’s individuality and diversity
• Support a person who is experiencing loss and grief within your job description, and refer someone to a specialist when the situation is outside of your job description.
Units being studied

The units of this study period are assessed in a holistic manner in this course. Some of the training tools however are separate. The two units covered are listed below.

CHCAC318B Work effectively with older people

This unit describes the skills and knowledge required by the worker to perform work that reflects understanding of the structure and profile of the residential aged care sector, the home and community sector and key issues facing older people in the community. Some of the topics being covered in this course include:

- The structure and profile of the residential aged care sector
- The home and community care sector
- The philosophy of ‘positive ageing’
- Physical and psychosocial aspects of ageing
- Changes associated with ageing
- Rights and interests of the older person
- Deliver services within a quality framework

CHCAC317A Support older people to maintain their independence

This unit describes the knowledge and skills required by the worker to support the older person to maintain their independence with activities of living. Some of the topics being studied in this course are:

- Support the older person with their activities of living
- Recognise and report changes in an older person's ability to do activities of living
- Support the older person to maximises independence, safety and security
- Support the older person who is experiencing loss and grief

If you would like more information on these units of competency, you may find it at the website below: Refer to the Training website (www.training.gov.au) for unit of competency descriptors.

The following sections of this study guide provide you with information on resources that will help you to learn the material that is covered in the two units.
Video Resources

The following videos give some general information on the different topics related to this study period.

Youtube videos

- What is aged care work? Young people tell their experiences of working in aged care. [http://youtu.be/RL6z0z-bkyE](http://youtu.be/RL6z0z-bkyE)
- What do clients like in a support worker? Mr Lam talks about his paid care worker, Linda, and why he likes working with her. He talks about all he has learnt from volunteer and paid staff working in aged care. [http://youtu.be/4yNevLBY发挥了](http://youtu.be/4yNevLBY发挥了)
- What qualities do clients seek in a support worker? Mr Lam talks about what personality traits you need to be a Disability or Aged Care Support Worker. [http://youtu.be/gvG8D0s819Y](http://youtu.be/gvG8D0s819Y)
- Being independent in the later years. Two elderly bilateral amputees who work hard to live on their own. [http://youtu.be/jaYkPwUNrCc](http://youtu.be/jaYkPwUNrCc)
- Home safety. Making your home work for you; improving home safety and accessibility [http://youtu.be/mDdZX7qNKg8](http://youtu.be/mDdZX7qNKg8)

DVD Resource

The below videos are formal documentary style videos created for training within the aged care sector. The titles are:

- Aged care - communicating with aged care residents
- Aged care - communicating with colleagues

“Please note that the titles may require Microsoft Silverlight installed in order to play the titles. Silverlight is a one-time free [download and install](http://www.microsoft.com/), after which your web browser functions as normal, with the added benefit of accessing rich media content created in Silverlight. If Silverlight is not installed on your computer, the vLearn Player will provide a direct link that enables you to install right away.”

You may need restart your web browser after installation for the changes to take effect.
Web Resources

The following websites will give you a starting point into places to look that provide useful information that relates to this study period.

- Aged Care Standards and Accreditation Agency Inc. [www.accreditation.org.au](http://www.accreditation.org.au)
- Independent Living Centre Australia. Provide aids and equipment which are useful for older people who have developed a disability. [http://ilcaustralia.org.au/](http://ilcaustralia.org.au/)

Simulated Aged Care Facility

In the Grange Care Toolbox, choose Grange House, then Monday, and review the resources here. They cover the topics listed below. The resources found in Monday are good generic topics that give you an introduction to working in aged care.

<table>
<thead>
<tr>
<th>Time</th>
<th>Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>0700</td>
<td>Handover</td>
</tr>
<tr>
<td>0800</td>
<td>Bus trip to shopping centre</td>
</tr>
<tr>
<td>1000</td>
<td>Check storeroom</td>
</tr>
<tr>
<td>1100</td>
<td>Work in reception</td>
</tr>
<tr>
<td>1300</td>
<td>Agnes MacDonald case conference</td>
</tr>
<tr>
<td>1430</td>
<td>Meeting with Leanne Greene</td>
</tr>
</tbody>
</table>
Text Book

The Aged Care in Australia textbook that has been posted to you covers these units on the pages listed below.

- Work effectively with older people, pages 1-23.
- Support older people to maintain their independence, pages 349-406, 336-343.

Workbooks

The workbooks related to the units being studied in this Study Period are listed below. Each book relates directly to the unit titles and covers them in full.

- Work effectively with older people
- Support older people to maintain their independence
**Attitudes and Images of Ageing Resource**

This resource has information about western society’s attitudes and images of elderly people; the stereotypes that people hold and the images that are portrayed through the media. It explores how these images can have an effect upon the elderly. There are nine self reflective questions that can be completed at the end to check your learning.

**Healnet**

Healnet is a website that provides in depth information on specific topics to do with aged care, nursing, disability, and mental health. You can do these small individual courses and receive certificates after completion. To gain access to Healnet, you will need to first register as a user, and then use the Open Colleges voucher / promotional code (ocsub12). You can then begin accessing the courses you desire. The website for Healnet is:

[www.healnet.edu.au](http://www.healnet.edu.au)

Specific instructions for logging in are provided in a separate document titled: **Healnet Login Instructions.**

Healnet offers over 100 different courses, conference papers, newsletters and library resources. For the topics being covered in this Study Period, the following are the most relevant:

- Understanding Cultural Competence
- Communication Skills - Part A
- Communication Skills - Part B
- Teambuilding
How to study this module

Read the text book on the pages selected

Watch the videos

Browse through the web pages

Look through the Simulated Aged Care Facility and attempt the activities

Read through the Attitudes and Images of Ageing Resource, and complete the nine self assessment questions at the end.

If you are still wanting more information on the topics:

Look through the Healnet resources for topics in which you would like to know more in depth information.

Read through the Workbooks and attempt the activities within them.

Once you feel that you have a good understanding of the topics in this Module, it is time to start doing the assessments. The assessments need to be done in the following order.

Complete your online assessment tasks.

Complete your written assessment tasks.

You will then be given feedback regarding your assessments from your Assessor for this Study Period.