



MARKING GUIDE

CHCADV001

Facilitate the interests and rights of clients

Assessment 2 of 3

Video and Case Studies Assessment



Assessment Instructions

Task overview

This assessment has two (2) tasks. You must complete all parts of both the tasks.

Task 1- is a video based reflective questions tasks you must watch the two (2) short videos and answer questions based on the task's requirement. You must complete all tasks within this assessment.

Task 2- This task has three (3) case studies which you must read and answer the questions related to each of the case study.

Additional resources and supporting documents:

- Access to LMS learning content
- Access to the Video link – you can access the video link provided below in the task instructions alternatively you can also find the video link within the LMS in the assessment page

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Task 1 - Task Instructions:

Overview

Objective: The purpose of this assessment is to evaluate your understanding of the topic of when clients' rights are infringed or not met and your ability to analyse and reflect on the content presented in a video.

This is a video based reflective question and answers assessment. To complete this task, you will be required to watch a video that is provided with this assessment and answer the reflective questions based on the video. You will be required to complete all the questions and they must be based on the video presentation.

There are three short videos that you must watch and based on the videos complete the reflective questions.

STUDENT NOTE

Before commencing this task, please read the Trigger Warning and if you have any concerns please contact your Trainer/Assessor regarding this tasks.

Trigger Warning: "This video contains footage of elderly clients who are disabled and in wheelchairs. Viewer discretion is advised. The content may be distressing or triggering for some viewers. Please watch with caution, considering your emotional well-being and sensitivity to such content. Your mental health and comfort are of utmost importance. If you are sensitive to this topic or find the content emotionally challenging, you have the option to discuss this with your Trainer and Assessor. Resources and support are available if you need assistance. Remember that viewing this video is part of completing the assessment requirements, and you can contact your trainer and assessor for an opportunity for discussion and debriefing."

Assessor note: Please approach this task with sensitivity and care. If a student approaches you with any concerns regarding this assessment, please ensure that they understand the purpose of viewing this content and the assessment's objectives. Please offer students an opportunity for a discussion and debriefing session if they feel the need to share their thoughts or emotions before or after viewing the video. Assess the student's written response based on their comprehension of the video content, critical thinking skills, and ability to apply knowledge to real-world scenarios. Provide constructive feedback to the student, highlighting areas of strength and areas that may require improvement. Please ensure that you maintain a supportive and understanding approach throughout this assessment, given its sensitive nature.

Assessment instructions

1. Access the Video: Click on the provided link below to access the videos.
2. Watch the Video: Carefully watch the entire video from start to finish.
3. After watching the video, Complete the questions based on clients rights.
4. Be sure to provide clear and concise responses based on the information presented in the video.
5. Submission: Save this document and submit your completed assignment via the online learning platform

Student note: Grading: Your assignment will be assessed based on the accuracy and depth of your responses, as well as your ability to incorporate information from the video into your answers. Critical thinking and clear communication are essential for a successful assessment.

- a) Watch the two(2) videos in the link provided below, if you are unable to access or view these videos from the link provided here, the link is also provided in the LMS on the assessment page.
- b) After watching the video, answer the questions.

MARKING GUIDE

Video 1

Clients Rights

Identify and write two examples of the statements made by the care worker that potentially infringe on the clients right to dignity and respect?

(Approximate word count 20-30 words)

Assessor note: Students answers must align with the benchmark answers provided below However students wording may vary. Students must clearly and accurately identify examples of potentially infringing the rights of the client and statements within the video.

The derogatory expressions like "Holy cow" and "oven of Hades" are disrespectful, derogatory expression that lacks respect for the client and potentially infringing on the right to dignity and respect.

Explain how does the care workers reaction impact the resident's right to participate in decisions about their living environment?

(Approximate word count 20-30 words)

Assessor note: Benchmark answers provided below. Students must clearly and accurately provide explanations of the impact on the client's right to dignity and participation in decision-making about their living conditions as per sample answers provided below however the wording may vary.

The care workers refusal to acknowledge the resident's preference for room temperature indicate infringement on their right to participate in decisions affecting their living space.

Video 2

Clients Right

Identify the specific statements or actions that indicate a potential infringement of the resident's rights to autonomy and personal choice?

(Approximate word count 40-50 words)

Assessor note: Students answers must be as per the benchmark answers provided below however student wording may vary. Students must clearly and accurately identify examples of potentially infringing statements made within the video that impacts the client right to autonomy and personal choices.

The statements indicating potential infringement include:

The care worker insisting on taking the resident to the group sing-along despite the resident expressing a preference for independent activities.

The care worker referencing the resident's daughter and her role as power of attorney to enforce participation in the sing-along..

Briefly explain how the care worker's response impacts the resident's right to autonomy.

(Approximate word count 30-40 words)

Assessor note: Benchmark answers provided below however student wording may vary. Students must clearly and accurately identify the impacts of the statement made by the worker has on the clients right to autonomy and personal choices.

The care worker's insistence on overriding the resident's preference and referring to the daughter's authority infringes on the resident's right to autonomy. It limits the resident's ability to make independent choices regarding their activities.

Task 2- Instructions

In this task you have three (3) case studies which you must read and answer the questions related to each case study. You must complete all parts of the tasks.

Case study 1

Mrs. Anderson is a 75-year-old woman living with mobility limitations due to arthritis. She is receiving support at home to maintain her independence. The goal is to assist Mrs. Anderson in identifying her interests, rights, needs, choices, and responsibilities while considering her disability and age-related challenges. You are a support worker supporting Mrs Anderson and your role is ensuring her well-being, promoting independence, and respecting her rights and preferences.

1. Briefly explain as a support worker how can you assist Mrs. Anderson in identifying her interests?
(Approximate word count 50-60 words)

Assessors note: Sample answers provided below however students wordings may vary. A competent answer would involve expressing empathy and active listening skills, along with practical steps to explore Mrs. Anderson's past and potential new interests.

I can support the client by engaging in open and empathetic conversations with Mrs. Anderson. Ask about her hobbies, past interests, and activities that bring her joy. Explore potential new interests that align with her current mobility capabilities. This process will help Mrs. Anderson rediscover or identify new interests that contribute to her well-being.

2. Briefly explain the steps you can take to ensure Mrs. Anderson is aware of her rights?

(Approximate word count 50-60 words)

Assessors note: Sample answers provided below however students wordings may vary. A competent answer would involve demonstrating a thorough understanding of client rights and proposing clear, proactive steps to inform Mrs. Anderson.

Provide Mrs. Anderson with information about her rights as an individual with a disability and as an older person. This includes the right to dignity, respect, autonomy, and participation in decision-making. Regularly communicate and reinforce these rights during interactions, ensuring Mrs. Anderson is aware of the protections in place for her well-being.

3. How would you assess Mrs. Anderson's specific needs?

(Approximate word count 40-50 words)

Assessors note: Sample answers provided below however students wordings may vary. A competent answer would involve a comprehensive understanding of the factors influencing Mrs. Anderson's needs, the

importance of collaboration with healthcare professionals, identifying practical steps to explore Mrs. Anderson's interests.

Conduct a comprehensive needs assessment, considering both her age-related needs and those related to her disability. This may involve collaboration with healthcare professionals to address medical needs, assessing mobility requirements, and identifying any additional support required for daily living activities.

4. In what ways can Mrs. Anderson be empowered to make choices in her daily life?

(Approximate word count 35-45 words)

Assessors note: Sample answers provided below however students wordings may vary. A competent answer would involve a strong emphasis on person-centered care, providing specific examples of involving Mrs. Anderson in decision-making processes.

Collaborate with Mrs. Anderson to create a person-centered care plan. Involve her in decision-making processes related to her daily activities, care routines, and leisure time. Provide options and alternatives, ensuring that choices align with her preferences and abilities.

5. How can you support Mrs. Anderson in understanding and fulfilling her responsibilities?

(Approximate word count 35-45 words)

Assessors note: Sample answers provided below however students wordings may vary. A competent answer would involve a strong emphasis on open communication, practical support strategies, and respecting Mrs. Anderson's autonomy in managing her responsibilities.

Facilitate open communication about Mrs. Anderson's responsibilities and preferences in managing her daily life. Create a routine that empowers her to take an active role in decision-making and self-care. Provide guidance and support while respecting her autonomy.

Case study 2

Emily, a support worker, is assigned to assist Mr. Johnson, a 75-year-old client with mobility challenges and a strong desire for independence. Mr. Johnson values his daily routine and has expressed a wish to engage in outdoor activities, including going for a walk in the nearby park. However, he has limited mobility and requires assistance.

1. Briefly explain how Emily would support and encourage Mr. Johnson to exercise his rights and personal preferences without compromising his safety or the safety of others?
(Approximate word count 160-170 words)

Assessor note: Sample answer provided below however student wording may vary. A competent answer must outline the importance of balancing Mr. Johnson's rights and preferences with safety consideration and demonstrates understanding of risk assessment.

In supporting and encouraging clients like Mr. Johnson to exercise their rights and personal preferences, a critical aspect is ensuring that these choices do not compromise the safety of the individual or others involved. For instance, when assisting Mr. Johnson in engaging in outdoor activities, Emily must prioritize his desire for independence while conducting a thorough risk assessment to identify potential hazards. In Mr. Johnson's case, uneven terrain in the nearby park during his walk could pose a risk. To address this, Emily might recommend using adaptive equipment like a walking aid and establishing clear guidelines to minimize the risk of falls or accidents. Furthermore, Emily should collaborate with her supervisor and the service to implement additional safety measures, such as providing extra support or altering the route to mitigate potential risks. By maintaining a balance between respecting clients' rights and ensuring a safe

environment, support workers uphold the duty of care to both the individual and others involved in the care process.

2. Explain how can Emily consult with her supervisor, other support workers, and the service about Mr. Johnson's interests, rights, and needs to uphold his rights and support reasonable expectations?
(Approximate word count 60-70 words)

Assessor note: Sample answer provided below however student wording may vary. A competent answer must demonstrate effective communication strategies, emphasize collaboration with the team, consider Mr. Johnson's individual needs.

Emily can schedule regular meetings with her supervisor and fellow support workers to discuss Mr. Johnson's individual needs, preferences, and rights. Utilizing communication tools and platforms provided by the service, she can collaboratively identify strategies to uphold Mr. Johnson's rights, considering his desire for independence and outdoor activities. By sharing insights and information, the team can ensure a holistic approach to meeting Mr. Johnson's needs.

3. Give an example of a situation that might pose a risk to Mr. Johnson's safety during outdoor activities. How would Emily identify and refer appropriately in this scenario?
(Approximate word count 60-70 words)

Assessor note: Sample answer provided below however student wording may vary. A competent answer must involve presenting a specific risk scenario and detailing how Emily would identify and appropriately refer the issue, as demonstrated in the provided sample answer.

An example of a potential risk is uneven terrain in the nearby park during Mr. Johnson's walk. Emily would identify this risk during a pre-activity assessment, noting the potential for trips or falls. To refer appropriately, she would report this to her supervisor and the service, recommending measures such as additional support or the use of mobility aids to mitigate the risk.

4. How can Emily apply work practices to minimize the potential for harm to Mr. Johnson, herself, and others during outdoor activities?
(Approximate word count 55-65 words)

Assessor note: Sample answer provided below however student wording may vary. A competent answer must involve providing specific examples of preventive work practices and emphasizing the importance of clear guidelines and communication, as demonstrated in the provided sample answer .

Emily can apply work practices by ensuring Mr. Johnson is equipped with appropriate adaptive equipment, such as a walking aid, to enhance his mobility and prevent falls. She should also establish clear boundaries and guidelines for the outdoor activities to minimize risks. Regular communication with Mr. Johnson and fellow support workers is crucial to address any emerging concerns promptly and ensure a safe environment.

5. Provide an example of how Emily could conduct activities in accordance with legal, organizational, and duty of care requirements when assisting Mr. Johnson.
(Approximate word count 55-65 words)

Assessor note: Sample answer provided below however student wording may vary. A competent answer must involve providing specific examples of how Emily can adhere to legal and organizational requirements, emphasizing obtaining permissions, safety protocols, and meticulous record-keeping, as demonstrated in the provided sample answer.

Emily could ensure that all outdoor activities align with legal and organizational guidelines by obtaining necessary permissions, adhering to safety protocols, and providing the required level of supervision. Additionally, she should document the activities and any observations related to Mr. Johnson's well-being in accordance with the service's record-keeping procedures, ensuring transparency and compliance with duty of care requirements.

Case study 3

Mr. Thompson, an elderly client, raises his concerns about the quality of meal services provided by the aged care facility. He has noticed that in the past few weeks the meals served to him were at incorrect temperatures, either too hot or too cold, hence he was not able to enjoy his meal. Aside from the temperature issue Mr. Thompson has also raised concerns about the portion sizes of the meals. He believes that the servings are often insufficient, leaving him feeling hungry after meals.

Provide step by step procedures of how you would support the client in complaints management?

Assessor note: Sample answers provided below however students wording may vary. A competent answer must include all the steps in correct order as per sample answer. It must demonstrate a comprehensive understanding of the complaints management process and effective communication with Mr. Thompson.

(Approximate word count 310-320 words)

Step 1: Acknowledge and Listen

- Acknowledge Mr. Thompson's concerns about the quality of meal services. Practice active listening to understand his dietary needs and specific issues with the meal size.

Step 2: Document the complaint

- Explain the organization's complaints mechanism to Mr. Thompson, providing information on how to file a complaint. Offer support in completing any necessary forms.

Step 3: Explain Mr Johnson his rights and responsibilities including legal framework. (List two client rights)

- Right to Quality Service: Clients have the right to receive high-quality services that meet their needs and are consistent with their expectations.
- Right to Participation in Decision-making: Clients have the right to be involved in decisions about their care, treatment, and support services.
- Right to Voice Concerns without Fear of Reprisal: Clients can express concerns or complaints without facing negative consequences.

Step 4: Internal Reporting:

- Report the complaint internally to the appropriate authority within the aged care facility, ensuring it is documented in their official complaint management system.

Step 5: Acknowledgement of complaint:

- Ensure that Mr. Thompson receives acknowledgment of his complaint, informing him that it has been received and is under review.

Step 6: Assure Timely Resolution

- Assure Mr. Thompson that his complaint will be prioritized and efforts will be made to resolve the issue promptly. Reiterate the organization's commitment to meeting his dietary needs. Inform Mr. Thompson of the expected timelines for the resolution of his complaint, providing transparency and managing expectations.

Step 7: Investigation:

- The next step is for the facility to conduct a thorough investigation into the complaint, examining the meal services and addressing any discrepancies.

Step 8: Communication of Findings:

- Once the investigation is complete, communicate the findings to Mr. Thompson, including any actions taken to address the issues raised.

Step 9: Feedback and Follow-up:

- Seek feedback from Mr. Thompson regarding the resolution and inquire if he is satisfied. Follow up to ensure ongoing satisfaction with the improved meal services.

Assessor Note: Student must complete Task 1 and 2 and must answer all the questions and submit the completed document for marking.

Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

Task 1		
1	Completed the tasks 1 requirements and review questions	<input type="checkbox"/>
Task 2		
1	Completes the tasks 2 requirements and questions for all case studies	<input type="checkbox"/>



Congratulations, you have reached the end of Assessment 2!

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