

CHCPRP003

Reflect on and improve own professional practice

Assessment 3: Part A

Patient Handover [4:51s-6:21s]

CHRIS: Hi Lisa?

LISA: Yes.

CHRIS: I'm Chris. I'm from Social Work was paged. You have a patient for me.

LISA: Yes, we do. Willie Edwards was admitted yesterday and initially he was very combative and refused treatment. He had slurred speech and an unstable gait so we were concerned about a skull fracture and an intracranial bleed, but he had a CT scan and that was normal

CHRIS: Good.

LISA: And his neurological assessment has improved since he's been admitted. He had an ECG which was normal but the chest x-ray shows some consolidation on his left upper lobe

CHRIS: So what is that about?

LISA: I think he may show some evidence of pneumonia.

CHRIS: Okay.

LISA: The report on his blood alcohol level is pending and Mr Edwards has been admitted for alcohol intoxication in the past.

CHRIS: Do you know how many times?

LISA: Several times it has been noted in the history.

CHRIS: Okay.

LISA: His daughter is with him today and she is very concerned and she is frustrated. Willie is stable but the physician really wants to have a plan before he's discharged.

CHRIS: Sure. Alright, when you're ready if we can go over together and you can introduce me and then I can take it from there.

LISA: Sure, let's go now.

Patient Interaction [6:22s-14:32s]

LISA: Hello Willie. The social worker is here to see you now.

CHRIS: Hi, I'm Chris. Do you prefer Willie?

[Chris shakes Willies hand]

WILLIE: Yeah.

CHRIS: Okay, nice to meet you. And you are?

ELIZABETH: I'm the daughter Elizabeth-Susan, but you can just call me Elizabeth.

[Chris shakes Elizabeth's hand]

CHRIS: Perfect, thank you.

LISA: Okay, I am going to go back to the desk now. *[Addressing Willie]* You can use this call bell and push this button if you need me. *[Addressing Elizabeth]* And you can use it as well.

ELIZABETH: Okay, thank you.

WILLIE: You going to take her with you?

ELIZABETH: Dad, knock it off.

CHRIS: So I'm Chris, I'm a social worker here at the hospital and my job is to help families plan for leaving.

WILLIE: I'm going home. I know.

ELIZABETH: Dad, let's listen.

WILLIE: What?

CHRIS: So you live in your own home I understand.

WILLIE: Yes. Same place she was born 40 years ago.

CHRIS: Okay. That's a long time. And you live there by yourself?

WILLIE: Yep. I used to live there with my wife.

ELIZABETH: She's gone a few years now.

WILLIE: Three years, isn't it?

ELIZABETH: Yeah.

CHRIS: So lots of memories, lots of time in that home and you want to go back there.

WILLIE: It's where I live.

ELIZABETH: How could he go back though? He can't take care of himself.

WILLIE: Oh for God's sake, are we going down that pathway again?

ELIZABETH: Dad! What happened to your head just now?

WILLIE: I fell on the carpets.

ELIZABETH: I know you fell on the carpets.

WILLIE: Well, yes, so. So move them.

ELIZABETH: I am afraid for him. He's not safe at home anymore. I don't know what to do.

WILLIE: What do you mean I am not safe at home anymore. Throw the carpet out, fine, and then I won't trip on it.

ELIZABETH: It's your drinking.

WILLIE: Oh God. Now we're going to go on my drinking are we?

ELIZABETH: Yes, that's the problem here.

WILLIE: That's not a problem.

CHRIS: I hear your daughter is very worried about you.

ELIZABETH: I'm very worried I'm tired and I've had enough of this I don't know how else to help him.

WILLIE: Do we have to do this again? It's like every time I have a little bit of a gash or something, we have to go on about it.

ELIZABETH: A little bit of a gash? You were covered in blood.

WILLIE: Oh, it was just a little bit of blood. What are you talking about?

CHRIS: So the physician that came to see you was really quite worried about you going home without a plan for some help with your drinking, with safety.

WILLIE: The lady next door, what's her name? Margaret – somebody delivers food to her house.

ELIZABETH: You need more help than just someone delivering your food. You're not eating properly. You're not cooking properly. The house isn't getting cleaned. And I can't do it anymore. I'm tired of it. I've got my own life to work with. My kids.

WILLIE: Oh yeah, that loser you call your husband.

ELIZABETH: Stop it.

CHRIS: So it sounds like...

WILLIE: He won't even go over and talk to me anymore.

ELIZABETH: Do you blame him? All you do is harp. And you're drinking all the time. It's getting worse and worse. He can't talk to you. Why would he want to come over? He's just wiped his hands of it. He's had enough and I have had enough.

WILLIE: Yeah, yeah. Well if you've had enough, then get out of here then.

CHRIS: Willie?

WILLIE: What?

CHRIS: The doctor that came to see you wants us to make a plan. He's not ready for you to leave the hospital until we come up with a plan.

WILLIE: I got a plan. I can go home and you can get these meal people to come by and then...

ELIZABETH: We need more of a plan Dad. We need help, so please listen.

CHRIS: So meals on wheels is a place to start. What else has he tried? Where has he been?

ELIZABETH: I took him to some health centres, I took him to all sorts of places, but they don't work.

WILLIE *[at the same time]*: You took me to that Renfrew place one time. It was horrible. Oh, it was disgusting.

CHRIS: Did you go anywhere from Renfrew? Was there anywhere else?

WILLIE: Wasn't there that place called Clara's Home after that.

ELIZABETH: And that didn't help. It works for a little while and then he comes home for a little while and then...

WILLIE: That place is full of drunks.

ELIZABETH: Well, what do you think you are?

WILLIE: Oh, well I'm not a drunk.

ELIZABETH: Really? Dad.

WILLIE: Oh, and then there was that other place. Remember where the food was just disgusting. Sun something or other.

ELIZABETH: I don't remember the name either. There must be a chart. He has a lot of information in his old charts. Maybe some of that is there.

CHRIS: There is information. I more wanted to hear if anything had worked for him.

ELIZABETH: No, look at where we are now.

WILLIE: What works for me is being in my home.

CHRIS: So then we need to build supports around you in your home in order that your daughter doesn't have to worry about you .

ELIZABETH: But it is going to turn around where I have to do everything again for him. The cooking, the cleaning, making sure he is alright. No one is going to come sit there and babysit him all day are they?

CHRIS: Well, there are some resources we could put in place. I'd certainly be interested in looking at them.

WILLIE: You know what she really wants? She wants to get me out of the home so she can sell the home.

ELIZABETH: Dad, that's not true. I just want you to be safe and happy.

WILLIE: Your loser husband – he wants the money from the house. That's what he wants.

ELIZABETH: That's not true.

WILLIE: Sure. It's all he wants from me.

CHRIS: So Willie, you've been to this hospital a lot.

ELIZABETH: Yes.

WILLIE: So?

CHRIS: Well there's a story on your file that makes everyone more and more worried. And this time with the head injury – and it's fairly big – and people are concerned about that.

WILLIE: Oh, I gashed my head. So what?

ELIZABETH: Dad, just listen.

WILLIE: Fine.

CHRIS: There is a couple of options and one of them is probably not what you want, which is to not go home. To go somewhere else.

WILLIE: Why would I? I'm perfectly fine in my home.

ELIZABETH: No you're not Dad. We need help.

WILLIE: Look I tripped on the carpet. Throw the carpet out.

ELIZABETH: What if I wouldn't have come over today and found you?

WILLIE: I'd have slept through it and I'd have been fine.

ELIZABETH: Why? Because you've done that before?

CHRIS: So what I hear is that you really, your plan is to go home.

WILLIE: Yes.

CHRIS: And our plan here is to make sure that is safe for you and for your daughter.

WILLIE: Why isn't it safe?

ELIZABETH: Well, you're here and you have a big head injury.

WILLIE: I don't have a big... I fell and I cut my head. So what? Why is everybody making such a big deal out of this?

ELIZABETH: It is a big deal Dad.

CHRIS: So, where we are at right now is, you know, the doctor is not ready to let you go home until we have a plan. So my next step if you are willing would be to go away and find some types of resources.

WILLIE: Do I have a choice? No?

CHRIS: Well, you always have a choice. Leaving without that plans wouldn't be a good choice.

ELIZABETH: Am I going to get help too, so I can help him with all of this?

WILLIE: Oh gosh, yes, she needs help.

CHRIS: Yes. We can absolutely look at help for you.

ELIZABETH: I don't know what to do anymore. I'm at my wits end.

WILLIE: Well, you can look after those kids of your and then do something with that loser.

ELIZABETH: Those kids love you by the way Dad. Maybe if you didn't drink so much they'd come visit you.

WILLIE: The loser won't let them come over anyways.

ELIZABETH: Do you blame him?

WILLIE: *[Sigh]* So what is it you're supposed to do?

CHRIS: So Willy I need to go away and bring back some ideas and options of what might help you and your daughter. If that's okay I would go away and come back in about an hour and I might suggest Elizabeth that you take a bit of a break let your dad rest. Go get a coffee.

WILLIE: Yeah, get us a coffee.

CHRIS: Take a little bit of time for yourself.

ELIZABETH: It's okay to leave him alone then?

CHRIS: It should be. You call the nurse and just double check.

ELIZABETH: It's been a long day and it's getting late and I'm tired. Dad, do you want something to eat?

WILLIE: Yeah, how about a donut?

ELIZABETH: I don't know if I can get a donut, but do you want a sandwich or something good to eat?

WILLIE: What's wrong with a donut?

ELIZABETH: I'll see what I can find.

CHRIS: I'll leave you now and I'll be back.

WILLIE: So, yeah. Fine. Where's that nurse? *[Yells]* Nurse!

ELIZABETH: I'll call the nurse to make sure she knows I am going to leave you. *(Presses the nurse call button)*

WILLIE: *(Yells)* Nurse!

CHRIS: Take care.

WILLIE: Alright. Put some Baileys in the coffee.

ELIZABETH: Knock it off Dad.

WILLIE: Oh geez. What?

ELIZABETH: Look, we're in the hospital. You can't have that stuff in the hospital.

WILLIE: Why can't I have that stuff in the hospital?

ELIZABETH: Because.

WILLIE: Why? Who says I can't have that?

ELIZABETH: You have medications. I'm going to get coffee.

WILLIE: Fine, go get coffee.

ELIZABETH: Thank you. I will.

WILLIE: Alright.

-- End Role Play --