N.C. Nurse Aide I Curriculum

MODULE P
Family and Family Support
Objectives

- Describe the importance of family and family support to the resident.
- List measures that the nurse aide can do to support family members of residents.
Family

A group of people related by blood, marriage, or a feeling of closeness
Family Support

Offers of encouragement, assurance, and sense of connection for the resident offered by blood relatives or group of individuals close to the resident.
Family and Family Support – Importance

- Sense of connection
- Difficult decisions
- Gives assurance
Family and Family Support – Importance

- Support and encouragement
- Helps meet needs
- Decreases loneliness
- Provides comfort, support, relief from loneliness, contact with familiar people and things, mental stimulation and reasons to live
Family and Family Support – Nurse Aide’s Role

- Be respectful and kind to family
- Learn names
- Allow expressions of emotions
- Permit family to assist in care
- Include family in activities and dining
Family and Family Support – Nurse Aide’s Role

- Get to know family
- Get familiar routines
- Allow for privacy
- After family visit ends, observe effects
- Report negative effects to supervisor
Family and Family Support – Nurse Aide’s Role

- Incorporate and honor wishes
- Refer family concerns to nurse
- Serve as link

Each resident’s culture and family tradition is unique and may be different from nurse aide’s
Family and Family Support – Nurse Aide’s Role

Avoid involvement in family affairs!!

- Be tactful when asking family member to leave
- Answer questions honestly and refer health questions
- Let family know role is supported
- Build positive and trusting relationship
Family and Family Support – Nurse Aide’s Role

- Provide outside picnic areas, playground equipment, gardens
- Include in care conferences
- Encourage to do personal grooming
- Provide area for parties
- Invite families to activities
Family and Family Support – Nurse Aide’s Role

- Encourage family to assist with feeding if appropriate
- Encourage family to bring foods or beverages for resident, if allowed
- Encourage time together
- Keep lines of communication open

Understand that family and friends will do or say things to try and please the resident
Family and Family Support – Nurse Aide’s Role

- Use tact in dealing with family complaints and requests that you cannot honor
- Assist families to understand the facility
- Provide explanations or assist with questions
- Reassure family
Remember...

A resident’s family may not look like the nurse aide’s definition of a family
The End