

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



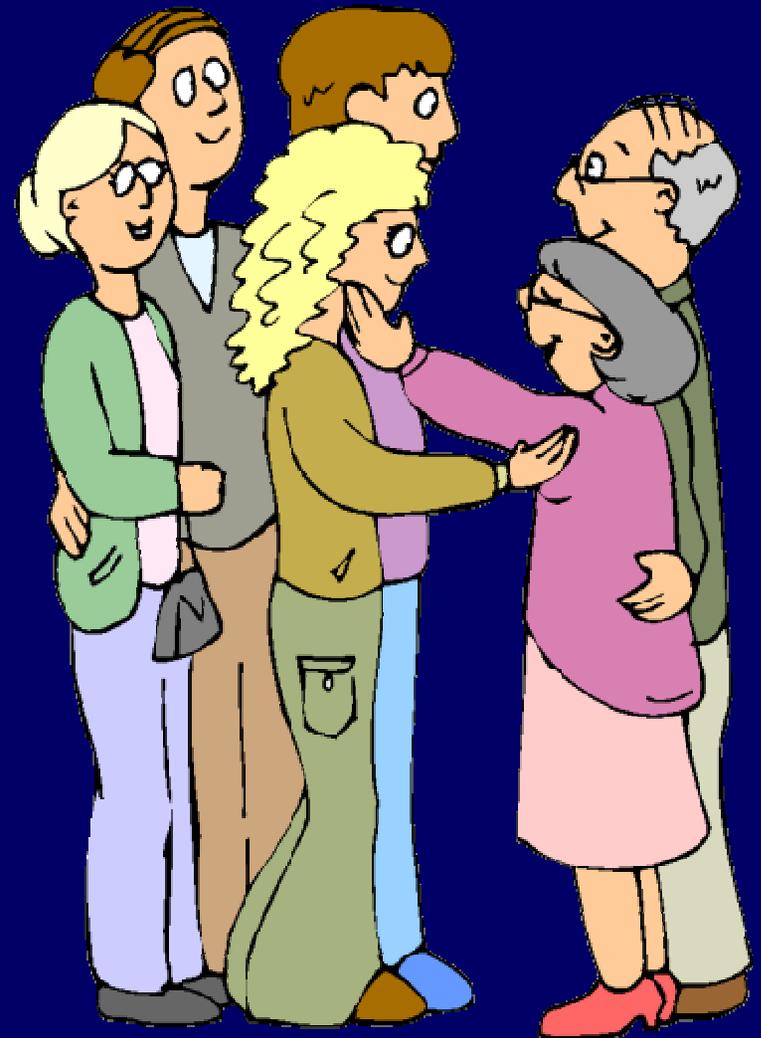
Family and Family Support – Nurse Aide's Role



- 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

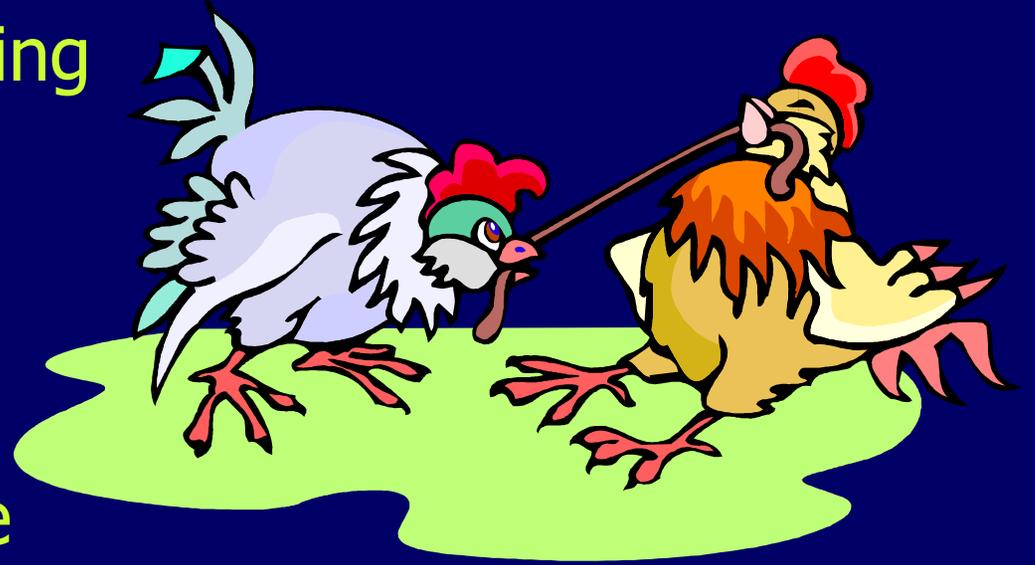


Each resident's culture and family tradition is unique and may be different from nurse aide's

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