



Australian Government

Department of Education, Employment and Workplace Relations

HLTEN414B Deliver basic nursing care to older clients

Release: 1

HLTEN414B Deliver basic nursing care to older clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This competency unit describes the skills and knowledge required for the Enrolled/Division 2 Nurse to perform basic nursing interventions to support the health care needs of the older person in any environment

Application of the Unit

Application

The knowledge and skills described in this competency unit are to be applied within jurisdictional nursing and midwifery regulatory authority legislative requirements

Enrolled/Division 2 nursing work is to be carried out in consultation/collaboration with registered nurses and under direct or indirect supervisory arrangements in line with jurisdictional regulatory requirements

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

ELEMENT**PERFORMANCE CRITERIA****1. Respond to the special health requirements of the older adult**

- 1.1 Work within the scope of practice for the Enrolled/Division 2 nurse with the aged care client within any health care setting
- 1.2 Work with an understanding of physical changes that take place as part of the ageing process, associated age-related adjustments and transitions and psychosocial needs of the older person
- 1.3 Allow for the fact that drugs and medicines have different effects in the older person
- 1.4 Reflect an understanding of common medical conditions and how they may affect older persons and their family
- 1.5 Communicate effectively with older person experiencing sensory loss
- 1.6 Perform preventive health checks in consultation/collaboration with a registered nurse
- 1.7 Assist the older person to maintain health lifestyle practices
- 1.8 Work with an awareness of own values, attitudes and beliefs towards ageing and the aged person
- 1.9 Work with an awareness of common stereotypes associated with ageing and the influences they can have on the care of the older adult
- 1.10 In caring for the older person, use work practices that reflect an understanding of *theories of ageing*
- 1.11 Promote health maintenance for older person and their family
- 1.12 Take action to manage factors which may tend to segregate and disadvantage the older adult

ELEMENT**PERFORMANCE CRITERIA**

2. Contribute to care plan development for the older person

- 2.1 Assess the older client to determine their health status in consultation/collaboration with registered nurse
- 2.2 Complete appropriate health assessment tools used specifically in the aged care environment
- 2.3 Assist the older client to identify self-care abilities and disabilities
- 2.4 Implement the nursing care plan within the context of the health care setting using organisation policies and procedures
- 2.5 Ensure client, family and/or significant other understand the implications of their admission to the health care setting
- 2.6 Discuss with older client or their family representative psychological, social and/or physical needs
- 2.7 Share information regarding older person's health status with other members of health care team
- 2.8 Implement care as per nursing care plan and monitor work allocated to others
- 2.9 Provide support, comfort for grieving family/client
- 2.10 Take into account the impact of complex issues involved in aged care on carer(s)

3. Assist to evaluate outcomes of planned nursing care of the older client

- 3.1 Document responses of older client to nursing actions
- 3.2 Report changes in older client response to nursing actions to registered nurse
- 3.3 Convey information clearly and accurately to appropriate staff member
- 3.4 Take into account complex and dual diagnosis issues in addressing aged care
- 3.5 Provide information on community services available to older person and their family

ELEMENT**PERFORMANCE CRITERIA**

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| 4. Use <i>strategies</i> which relate to the progressive and variable nature of dementia | 4.1 Work with an awareness of dementia as a neurological condition |
| | 4.2 Provide activities appropriate for gender, culture and age reflecting likes and dislikes of the individual |
| | 4.3 Design activities that provide the client with opportunities for autonomy and risk-taking where they can maintain safety, dignity and comfort |
| | 4.4 Use a range of <i>validation strategies</i> to relieve distress and agitation in clients |
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| 5. Develop and implement strategies to minimise impact of challenging behaviours | 5.1 Observe and document behaviours to determine triggers which may be related to: physical and emotional health; environment; tasks and communication |
| | 5.2 Consider the potential impact of the behaviours on the person or other persons in determining an appropriate response |
| | 5.3 Consider a range of options when developing effective responses for inclusion in the person's care plan |
| | 5.4 Implement best practice strategies which minimise the impact of behaviours |
| | 5.5 Regularly review strategies that are implemented to ensure maximum effectiveness |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Acute health problems with older person
- An understanding of the potential impacts of dual/multiple diagnosis on identifying and prioritising needs
- Basic knowledge of current research on dementia including relevant statistics
- Best practice guidelines to address complex and/or special needs
- Chronic health problems with older person
- Common indicators and symptoms of dementia
- Confidentiality and privacy
- Continence management
- Documentation principles
- Effective communication skills
- Environment policy and procedures
- Fundamental nursing interventions
- Importance of relevant activities and communication in working with people with dementia
- Infection control principles
- Legal frameworks/requirements e.g. RCS documentation, Aged Care Act
- Limitations and legal ramifications of physical, chemical and psychological restraint
- Medication administration principles
- Nature of dementia as a neurological condition which is progressive
- Organisation protocols and policies related to own area of work
- Pain management
- Plan of care for the client
- Principles and practices of assessment of individuals with complex and/or special needs
- Stereotypes and influences on ageing
- Support services available

REQUIRED SKILLS AND KNOWLEDGE

- The importance of a physical, social and emotional environment for people with dementia
- The importance of a safe, physical environment for people with dementia
- The range of appropriate strategies to be implemented when working with people with dementia
- Understanding of physiology of ageing process
- Workplace health and safety

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply problem solving skills, including use of tools and techniques to solve problems, analyse information and make decisions that require discretion and confidentiality
- Apply clinical skills related to activities of daily living:
 - hygiene
 - grooming
 - oral hygiene
 - nutrition
 - fluid intake
 - elimination
 - dressing
 - admission and discharge activities
- Apply cognitive skills related to ageing
- Apply professional standards of practice:
 - ANMC code of conduct
 - ANMC code of ethics
 - ANMC national Enrolled/Division 2 nurse competency standards
 - state/territory Nurse Regulatory Nurses Act
 - state/territory Nursing and Midwifery Regulatory Authority standards of practice
 - scope of nursing practice decision making framework
- Prioritise and address changing service needs of clients with complex and special care needs
- Use interpersonal skills, including working with others, empathising with client and relatives, using sensitivity when dealing with people and relating to persons from differing cultural, social and religious backgrounds
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation/service. Advanced oral communication skills include

REQUIRED SKILLS AND KNOWLEDGE

interviewing techniques, asking questions, active listening, asking for clarification from client or other persons at the scene, negotiating solutions, acknowledging and responding to a range of views. The work may involve using interpreters

- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation/service. The level of skill may range from reading and understanding incident reports and case management materials to preparing handover reports for receiving agency staff
- Work effectively with older people, carers, colleagues and other health care providers

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in a work context is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of workplace situations and should occur on more than one occasion and be assessed by a registered nurse

Context of and specific resources for assessment:

- This unit is most appropriately assessed in the workplace under the normal range of workplace conditions but partial assessment could be undertaken under simulated conditions
- Assessment should replicate workplace conditions as far as possible
- Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible

EVIDENCE GUIDE

Method of assessment

- Observation in the work place
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning - verbal and writing
- Role play/simulation

Resource implications:

- Access to appropriate workplace(s) where assessment can be conducted

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit is recommended to be assessed in conjunction with the following related competency units:

- HLTAP401B Confirm physical health status
- HLTEN509B Apply legal and ethical parameters to nursing practice
- HLTEN402B Communicate effectively in a nursing role

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Theories of ageing could include:

- Biological theories
- Psychosocial theory
- Disengagement theory
- Social exchange theory
- Wear and tear theory
- Activity theory

Health care settings may include, for example, environments involving:

- Acute care
- Sub-acute care
- Rehabilitation
- Aged care

Social attitudes and beliefs could include:

- Fear of ageing
- Definitions of aging
- Demographics of aging
- Changing attitudes
- Culture
- Religion

Normal ageing process

- Normal physiological changes of aging
- Age related laboratory values
- Age related physical changes
- Age related psychosocial changes

RANGE STATEMENT

Age related adjustments could include:

- Role changes
- Retirement
- Multiple losses
- Loneliness
- Depression and suicide
- Fear of death
- Changes in body image

Preventative health care include:

- Health screenings
- Dental health
- Vision/hearing
- Cancer screenings
- Immunisations

Activities of daily living include:

- Maintaining a safe environment
- Communication
- Breathing
- Eating and drinking/Eliminating
- Personal cleansing and dressing/grooming
- Controlling body temperature
- Mobilising/Working and playing
- Expressing sexuality
- Sleeping
- Dying
- Spiritual needs

Tools for functioning assessment:

- Katz index
- Barthel index and scale
- Norton scale
- Water low scale
- Functional health patterns
- Activities of daily living tool
- Geriatric depression scale

RANGE STATEMENT

Special health problems may include:

- Common psychiatric problems
- Delirium
- Dementia
- Prevention of illness and injury
- Risk of falls
- Depression

Disease processes include:

- Alterations in sensory function
- Alterations in cardiac function
- Alterations in respiratory function
- Alterations in neurological function
- Alterations in musculoskeletal function
- Alterations in genitourinary function
- Alterations in endocrine function
- Alterations in renal function
- Oncological disorders
- Palliative care

Community services for the older person:

- Advocacy services
- Meals on wheels
- Home help
- Hospice care
- Respite services
- Support groups and information (e.g. Council on the Ageing, Alzheimers Australia)

Strategies to respond to challenging behaviours include:

- Distraction, for example reminiscences, walking and music
- Behaviour modification
- Addressing physical triggers to behaviour including pain
- Complementary therapies

RANGE STATEMENT

Ensuring safety and comfort of aged person while addressing the risks associated with:

- Ability to find their own way
- Wandering or other behaviours relating to agitation
- Behaviours relating to psychotic experiences or mood disorders
- Ability to recognise dangers in their environment

Environmental strategies may include:

- Orientation to day, date, time of day, place, person, carer, family relationships, weather
- Adequate lighting to decrease risk of misinterpreting their environment
- Manipulate stimuli such as activity, noise, music, lighting, decor
- Provision of safe space (to pace, wander)
- Security

Validation strategies to relieve distress and agitation in clients may include:

- Acknowledgment
- Allowing expressions of distress
- Providing verbal and/or physical reassurance
- Use reminiscences routinely to connect with clients

Unit Sector(s)

Not Applicable