



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING

Learner Assessment

Task 2 - Case Study

Unit Code: CHCHCS001

Unit Name: Provide home and community support services

Qualification:

Participant Name: _____

Version Control:

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Assessment Information

Unit Code & Title:	CHCHCS001 Provide home and community support services
Unit Descriptor:	This unit describes the skills and knowledge required to work in a home support environment and community settings with individuals, family members, staff, visitors, suppliers and others to meet established work requirements.
Application of the Unit:	This unit applies to workers in a community services context. Work performed requires some discretion and judgement and is carried out under regular direct or indirect supervision
Elements:	<ol style="list-style-type: none"> 1. Determine requirements of individual plan 2. Establish relationship in the home 3. Operate respectfully in the home 4. Complete reporting and documentation
Performance Knowledge:	<ul style="list-style-type: none"> • Provided services to individual/s in at least 2 different home or community support settings • Used appropriate inter-personal skills: <ul style="list-style-type: none"> - Establishing a positive relationship with the individual - Seeking clarification of tasks - Interpreting and following instructions
Knowledge Evidence:	<ul style="list-style-type: none"> • Legal and ethical considerations for providing home and community services, including: <ul style="list-style-type: none"> - Codes of practice - Basic home fire safety and associated state/territory smoke alarm legislation - Dignity of risk - Duty of care - Privacy, confidentiality and disclosure - Practice standards - Work role boundaries – responsibilities and limitations - Work health and safety • Relevant organisation policies and procedures and how to access them, including risk management practices when the work environment is a person's home • Personal and property security procedures, including personal security protocols and equipment • Relevant policy and programs, including: <ul style="list-style-type: none"> - Home and community care (HACC) - Department of Veterans' Affairs (DVA) - Government community care directions • Implications for work in the sector including: <ul style="list-style-type: none"> - Person-centred practice - Consumer-directed care

	<ul style="list-style-type: none"> - Empowerment and disempowerment • Indicators of abuse and/or neglect, including: <ul style="list-style-type: none"> - Physical - Sexual - Psychological - Emotional - Financial
Assessment Conditions:	<p>Skills must have been demonstrated in an ageing support workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe, impractical or threatens the dignity of the person. The following conditions must be met for this unit:</p> <ul style="list-style-type: none"> • Use of suitable facilities, equipment and resources, including: • Individualised plans and any relevant equipment outlined in the plan • Personal protective equipment • Relevant organisation policies and procedures <p>Overall, assessment must involve workplace interactions with people in their home, colleagues, families/carers and working with the person’s individualised plan.</p>

Instructions to the student

Purpose of this assessment

This Assessment is designed to test your knowledge and skills against the criteria that is required in order for you to work in a home support environment and community settings with individuals, family members, staff, visitors, suppliers and others to meet established work requirements.

Methods of Assessment

The assessments have been developed in consideration to assessment requirements, learning environment and the expectations by industry.

To be deemed competent in this unit of competency the following assessment requirements must be completed. You must achieve a satisfactory result for each task to be deemed competent in this unit.

Assessment Task 1 – Written Questions – The Written Questions provided in this assessment kit is required to be completed. Assessment Task 1 may be completed within allocated training time or during periods of self-study.

Assessment Task 2 – Case Studies – The Case Study/ies provide an opportunity for you to demonstrate your knowledge and skills aligned to settings that reflect your industry. Written answers to questions relating to the different case studies is required. You are required to read the case studies and answer all the questions satisfactorily. Assessment Task 2 may be completed within allocated class time or during periods of self-study.

Assessment Task 3 – Practical Project – This practical project provides an opportunity for you to demonstrate your competency in a practical real work setting. You are required to read the project instructions This may include; collecting and providing documents, providing answers/information to the items listed and/or providing answers to written questions. You are to complete the project without the guidance from the Trainer/Assessor. Where you are not able to undertake the practical project in the workplace, your Trainer /Assessor will provide you support by creating a simulated situation. Where a simulated environment has been created your Trainer/Assessor will record this as a reasonable adjustment to the assessment method.

Assessment Task 4 – Observation/Demonstration – This assessment task enables you to demonstrate your practical skills and knowledge in a workplace context against specified criteria and observed by either your Assessor or Workplace Supervisor. You are to read the instructions provided in this section and completed the tasks while being observed. Either your supervisor or assessor will complete an observation checklist recording either a satisfactory or unsatisfactory performance. Please familiarise yourself with both the task instructions and the observation checklist to identify what the observer is looking for.

Where your demonstration is being observed by the supervisor, your assessor will contact the supervisor to confirm the demonstration and will follow up by asking you verbal questions about the task demonstrated.

Resources needed for assessment:

- Learner guide
- Use of suitable facilities, equipment and resources
- Individualised plans and any relevant equipment outlined in the plan
- Personal protective equipment
- Relevant organisation policies and procedures
- Real people in their home, colleagues, families and carers

What you need to do:

- Complete the activities as described above
- Take a photo copy of your work if you would like to
- Collect all the required evidence and provide to your trainer
- Sign the Assessment Agreement
- Submit the completed assessment kit to your assessor.

If you have any difficulties or there is anything you don't understand, talk with your Trainer/Assessor; they are here to help you. Never be too afraid to ask about anything you don't understand related to safety and do not attempt to complete tasks you are unsure about. You can raise any concerns with your trainer/assessor.

Your assessor will provide you with feedback both verbally and in writing.

Assessment outcomes

Satisfactory – Evidence provided meets the requirements of the assessment method and unit of competency.

Not Satisfactory – Evidence provided does not meet the requirements of the assessment method and unit of competency.

If you have been given a Not Satisfactory assessment outcome you will be given the chance to review with your assessor and discuss the area/s for improvement and time will be elected where you will be required to resubmit the Assessment Workbook as per the assessor's instructions. If you receive a Satisfactory outcome for the individual Assessment Mode, then this outcome will contribute to final judgement of competency for this unit.

Reasonable Adjustment

Special consideration may be applied, and reasonable adjustment given to this assessment, as required. *(See further information in student handbook – Access & Equity and RTO policies and procedures – Assessment Policy)*

Any adjustments made to standard assessment will be documented clearly in assessment kit either at the front of the booklet or in the individual competency record.

Document any adjustments to standard assessment

Reassessment

Where you are found not yet competent, the RTO will provide three further opportunities to achieve competency at no cost. If you request to be re-assessed after the 3 attempts a cost of \$200 per unit will be applied and any attempt thereafter. *(see Assessment Policy for further information).*

Assessment Agreement

An assessment agreement is required to ensure that all students are aware of the process and purpose of an assessment and the requirements that achieve competence in this unit.

Student Full Name:	
Unit Code and Title:	CHCHCS001 – Provide home and community support services
Qualification:	

Please tick as appropriate	Yes	No	Comment
The purpose of the assessment has been clearly explained			
Assessment methods and outcomes required have been clearly explained and I understand what is required of me to achieve competency in this unit			
I have been made aware of the Assessment and Appeals Policy			
I have discussed any special needs to be considered during assessment with my assessor			
I understand I have three attempts to complete each task satisfactorily. After three attempts, \$200 per unit will be charged to reassess the unit of competency. If after the fourth attempt I am deemed 'Not Yet Competent', I will be required to do further training before reattempting this unit.			
I give permission for the RTO to use my assignment for assessment moderation / validation purposes.			
<p>I declare that I understand how assessment will take place for this unit.</p> <p>I also understand that work completed towards this assessment must be verifiably my own.</p>			
<p>Student's Name: _____</p> <p>Student's Signature: _____ Date: ____ / ____ / _____</p>			
<p>Assessor's Name: _____</p> <p>Assessor's Signature: _____ Date: ____ / ____ / _____</p>			

Assessment Task 2 - Case study

Assessment description

This assessment is based on a case study for you to read and complete the relevant questions.

Case Study 1

Mr King has lived in a multi-cultural environment until recently he has been surrounded by his family who all have strong accents, they all live in the one house together. Mr King and his family have a certain way of doing things around the house the women are not allowed to be involved in outdoor activities and spend most of the day cooking and assisting the children. Mr King, having been the provider for his large family, has always been the authority figure; what he says goes. He follows a strict timetable for completing his tasks, he eats breakfast at 6:30am on a Sunday so that he can go to church. Every other day he goes straight out to the yard. At night, he showers at 7 pm before dinner. On one occasion Mr King became unwell and did not want a female to assist him to the bathroom. Mr Kings ADLS assessments are documented to reflect his preferences.

1. What preferences does Mr King have for assisting him with ADLS?

Assessor Use Only: Satisfactory response provided

YES NO

2. Should Mr King be taken to the dining room at 8.30 for breakfast? Why/why not?

Assessor Use Only: Satisfactory response provided

YES NO

3. Explain why it is necessary to respect Mr King's cultural differences and adjust activities to suit his lifestyle and preferences.

Assessor Use Only: Satisfactory response provided

YES NO

Case Study 2

Mr Flint is visiting his old friend Mrs Flo in Aged care. Mrs Flo has recorded that her next of kin is her daughter who holds both medical and financial power of attorney. Mrs Flo has recently been diagnosed with cancer. Mr Flint requests from the staff a general up date of her health.

1. Can Mr Flint receive information about Mrs Flo from a staff member? Why/why not?

Assessor Use Only: Satisfactory response provided

YES NO

2. What law prevents you as a staff member from disclosing information?

Assessor Use Only: Satisfactory response provided

YES NO

3. If a staff member gave Mr Flint access to Mrs Flo's information, what rights are being infringed?

Assessor Use Only: Satisfactory response provided

YES NO

4. If Mrs Flo and her daughter give permission for Mr Flint to have access to the information can this then be discussed, if yes what process should be followed with documentation?

Assessor Use Only: Satisfactory response provided

YES NO

Case study 3

Albert (76) lives in his daughter's home. He has mild dementia, continence issues and a terminal illness. He is receiving support from a Level 4 Home Care Package. Rosie, his daughter, has a husband and two children. She works part-time as a receptionist at an automotive parts supplier. Rosie approaches you and says that she wants to self-direct Albert's care package. During the following visit, Albert agrees for Rosie to self-direct the package. During the next meeting, Rosie produces a spending plan. According to this plan, a major part of the package will be spent on renovating the swimming pool and maintaining the fence and front gate. When asked to justify these expenses, Rosie claims that Albert will benefit substantially from being able to swim in a solar-heated pool every day and that the front fence and gate will keep him from 'wandering off'.

During your next meeting two months later, you find that Albert has had to move out of his bedroom and is now accommodated in the kitchen. A small section of the kitchen has been divided off by a curtain that affords minimal privacy. You are also informed by Rosie's husband that Albert was an 'abusive' father.

1. In the case study, are there any indications of abuse or neglect? Explain.

Assessor Use Only: Satisfactory response provided

YES NO

2. What is your duty of care towards Albert in this case study?

Assessor Use Only: Satisfactory response provided

YES NO

Case Study 4

Jenny (72) lives alone. She suffers from several debilitating chronic illnesses and is socially isolated. You fear that without the support of a Carer, she might have to move to a residential aged care facility before too long. In discussion with your Client, Jenny says that Paul, her son, has offered to move down from Queensland to live with her. During your next visit, you find that Paul has moved in with his mother and that things are going well. Jenny asks you whether Paul could self-direct her package.

On your next visit to Jenny you find her withdrawn and worried. You find out that Paul, who is self-directing Jenny's care package at Step 2, has been drug-dependent and that he left Brisbane to escape the circle of friends that made it difficult for him to quit. On his return to Melbourne, he has eventually ended up in the company of the same people and is using drugs again. Jenny also tells you that he is taking over the house, that his friends come over all the time, and that she is a stranger in her own home. However, Jenny asks you not to speak to Paul about this, as she is afraid of the possible consequences.

1. What is your duty of care in this case study?

Assessor Use Only: Satisfactory response provided

YES NO

2. Should you approach Jenny's son? Why/why not?

Assessor Use Only: Satisfactory response provided

YES NO

3. Explain how Jenny's safety and security may be at risk.

Assessor Use Only: Satisfactory response provided **YES** **NO**

4. Who should you report this to?

Assessor Use Only: Satisfactory response provided **YES** **NO**

5. How could you monitor and ensure follow up visits are recorded and implemented?

Assessor Use Only: Satisfactory response provided **YES** **NO**

Case Studies Assessment Record

CHCHCS001	Provide home and community support services
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Reasonable Adjustments made			
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Assessment activity Task 2 – Case Study	Satisfactory	Not Satisfactory	Assessor Initials
Date: ___ / ___ / _____			

Assessment Guide

Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is satisfied that all requirements have been met.
Not Satisfactory	The Assessor has reviewed the Assessment Workbook against the requirements of the Assessment Mode and is not satisfied that all requirements have been met.

Re- Assessment

___ / ___ / _____			
___ / ___ / _____			
___ / ___ / _____			
___ / ___ / _____			

Competency Record

Unit Code & Title:	CHCHCS001 – Provide home and community support services
Student Name:	
Assessment Strategies:	Satisfactory Unsatisfactory
Student Feedback:	Assessment Task 2 – Case Study
Assessment Result:	<p>The participant is COMPETENT</p> <p>The participant is NOT YET COMPETENT</p>
Assessor Declaration:	<p>Evidence of Competency is:</p> <p>Valid Authentic Sufficient Current</p> <p>All the above assessment modes have been met</p> <p>The assessment has been modified due to Reasonable Adjustment (see below)</p> <p>Gaps in performance were identified and reassessment completed (as per record of results)</p> <p>Feedback given to student: Written (above) Email (attached)</p>
Assessor's Name:	
Assessor's Signature:	Date: ____ / ____ / _____