

Dementia and Aged Care Services (DACs)

CHCCCS020

Respond effectively to
behaviours of concern

Assessment Booklet



RTO No. (30213)

CHCCCS020

Respond effectively to behaviours of concern



Assessment Tasks

Assessment tasks are designed to be completed both on the job and off the job. Complete assessment tasks and workplace assessment, returning both to the address below.

Remember to include your employment details and certified copies of qualifications for your nominated workplace assessor.

Contact Details:

Name: _____

Telephone: _____

Email: _____

Address: _____

Send completed assessment to:

Alzheimer's Association of Queensland Inc (30213)
47 Tryon Street
Upper Mt Gravatt Qld 4122

INSTRUCTIONS TO CANDIDATES

Introduction

This assessment has been developed to provide you with the opportunity to demonstrate your skills, knowledge, and ability to provide support to clients with dementia in a variety of settings including family homes, community day settings and residential care and to respond effectively to the behaviours of concern of clients and others.

Assessment

To be assessed as competent you will be required to produce sufficient evidence to enable the assessor to make a judgment of competence. Evidence may include completion of assessment tasks (e.g. assignments, project), portfolio, simulated work environment activities and observation.

Some assessment tasks may require information about a specific individual. **Please ensure confidentiality is maintained at all times.** Do not use the person's real name or other easily identifiable characteristic. You may need to gain the permission of the person you are caring for, or their family, to complete the assessment. This may be appropriate for any entry where personal or family information is required, even when not using the person's name. Again, confidentiality and discretion is paramount.

Please limit your responses. This requires you to be concise and focus on the key principles of each unit. Should it be required, you may attach additional pages to this assessment booklet. Please ensure your name is on all the pages you submit.

It is important that you are able to demonstrate your skills in a work situation. Your workplace assessor must be given the instructions and sign the workplace assessment.

Assessment of this module should be completed in the workplace under a normal range of workplace conditions. You will need to organise a qualified workplace assessor and ensure that they complete and send Dementia Australia a certified copy of their qualifications. You will also need to supply a copy of your employment contract or a letter from your employer outlining your position title and length of service.

CONFIDENTIALITY: Your assessment will only be viewed by the facilitator and assessor of the course.

If you are unsure of any aspect of this assessment, please contact the Education Program Coordinator.

Feedback

You will be provided with formal and informal feedback from your trainer after the unit is marked to assist you in this learning process and in gaining competency in this unit.

Time Frame

For timeframe for completion of this unit please refer to the due date listed with each assessment task. Your trainer will discuss this with you further when issuing you the assessment tasks.

Assessment Agreement

By signing this agreement, you are verifying that you have received information regarding the following:

- The purpose and context of the assessment
- The type of evidence to be collected
- The due date for each assessment task
- A student handbook listing Dementia and Aged Care Services policies and procedures including a complaints and appeals policy and retention of student records
- Are aware of how to access the unit of competency standards listing all elements, performance criteria, essential skills and knowledge and critical aspects of evidence has been provided as a guide however the trainer and assessor will give you clear assessment activities to make a judgement against ALL unit requirements through www.training.gov.au
- You understand that if you are assessed as 'not yet competent' on the first occasion that you can apply for re-assessment
- You understand that any materials and information provided to your trainer including your assessment decision/result will be kept confidential (Privacy Act)
- Any written work that you have provided is your own (not fraudulent)

Student Name: _____ Signature: _____

Assessor's Name: _____ Signature: _____

CASE STUDY

(Please study all sections of your workbook)

The following clinical case study portrays a challenging behaviour of a person who is diagnosed dementia. Read the case study and answer the questions that follow.

Please attach your response as part of your portfolio.

Mr Jones, a returned serviceman, is 82 years of age. Currently he resides in Heavenly Home for the Aged. He has a long and complicated medical history of cardiovascular disease, Hepatitis C, chronic anaemia, and suspected cancer of the prostate. Last week he has had his medications revised and some of his medications have been changed.

Mr Jones, known as Alf to his close friends and family, is an avid horse lover. He has always lived on property, breeding horses. Alf has been a hard worker all of his life and remained very active on the property until the diagnosis of dementia five years earlier.

Mr Jones is normally an easy going gentleman with a ready smile and quick to laugh.

On Melbourne Cup Day your facility is holding a "Race Day" in the low care unit and clients from the dementia unit have been invited to join in. A special lunch is prepared, the room is decorated, and the races at Flemington are on the large screen TV. As a few of the clients are hard of hearing the volume on the TV has been increased from its normal setting. The female clients are dressed in their finery and everyone is wearing silly hats made of paper and cardboard which they have decorated. There is much frivolity with a "sweep" organised with each client having "their horse". The clients are excited and are very vocal about who will win the prize. Once the main race starts all eyes are glued to the TV. Clients start encouraging their horse to win and the noise levels rise. Unfortunately, half way through the race, Mr Jones' horse and rider fall. The clients nearest to Mr Jones started to laugh.

Mr Jones jumps out of his chair and starts to yell at everyone saying that they are not caring about the horse and rider being injured. A male client nearest Mr Jones, who Mr Jones doesn't know, places his hand on Mr Jones' shoulder and tells him to "sit down" while exerting a little pressure on Mr Jones' shoulder. Mr Jones takes a swing at him, fortunately missing, but causing the client to lose his balance and fall. Mr Jones yells that he's going to flatten them all.

ASSESSMENT TASK 1 – CASE STUDY

1. Address the following causes of behaviours of concern in relation to Mr Jones and the situation that occurred:

Neurological impairment (state his medical condition)

Physical illness/es

Past history/personality

Physical environment

2. Address the 4 R's of interventions in relation to Mr Jones' case study:

Reconsider:

Reassure:

Redirect:

Restraint:

Assessment Task One – Case Study Results & Feedback

First submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit
Comments:		
Candidate's Signature:	Date:	
(if re-submission required) Comments:		
Assessor's Signature:	Date:	
Note to candidate – if you are successful on the first attempt, you will not require the second and third submission documents. If you are required to resubmit, a second assessment will occur.		
Second submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit
Comments:		
Candidate's Signature:	Date:	
(if re-submission required) Comments:		
Assessor's Signature:	Date:	
Note to candidate – If you are successful on the second attempt, you will not require the third submission document if you are required to resubmit, a third assessment will occur.		
Third submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit

Comments:

Candidate's Signature:

Date:

Assessor's Signature:

Date:

Note to candidate – If you are successful on the third attempt, you will not need to take any further action. If you are unsuccessful on the third attempt, you will be required to undertake further studies in this unit.

ASSESSMENT TASK 2 – USING THE PRECEDING CASE STUDY AND YOUR EXPERIENCE IN THE WORKPLACE, ANSWER THE FOLLOWING QUESTIONS

No.	Question
1.	a) Describe the events leading up to Mr Jones' behaviour
	b) What warning signs did Mr Jones give?

2.

Describe how you would maintain the safety of yourself and others when intervening in this situation.

3. Describe how you would respond to Mr Jones' situation, in accordance with your organisational incident procedures (or an organisation that you have researched).

4.	Identify at least 3 communication strategies you would use to achieve the desired outcomes when interacting with Mr Jones
5.	Identify 2 possible <u>health professionals or services</u> who could assist with behaviour management in this situation.

6.	List 5 examples of behaviours of concern 1. 2. 3. 4. 5.
6a.	Describe your organisation's procedure for: (a) Intervening in, (b) Reporting a behaviour of concern
6b.	

6c. Complete an incident report form for Mr Jones' case study. This is to be attached and submitted with this assessment booklet.

7. 7a.	Consider the legal and ethical considerations and outline: WH&S issues relating to the case study
7b.	Your Duty of Care to Mr Jones and the other clients in the immediate vicinity
7c.	Human rights

8. List at least **3** measures being implemented in your workplace to ensure staff/client safety.

9. Define the term "**critical incident**" and describe an example of a critical incident

10. 10a.	If you were involved in Mr Jones' situation; Describe the support you would require following the incident
10b.	Describe the purpose of this support.

11. Why is it important to review, with other appropriate staff, incident reports of behaviours of concern?

12. Provide an example of 2 different behaviours of concern you have experienced with clients and explain how you dealt with them effectively.

1.

2.

For assessor use only

Assessment Task Two – Questions Results & Feedback

First submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit
Comments:		
Candidate's Signature:	Date:	
(if re-submission required) Comments:		
Assessor's Signature:	Date:	
Note to candidate – if you are successful on the first attempt, you will not require the second and third submission documents. If you are required to resubmit, a second assessment will occur.		
Second submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit
Comments:		
Candidate's Signature:	Date:	
(if re-submission required) Comments:		
Assessor's Signature:	Date:	
Note to candidate – If you are successful on the second attempt, you will not require the third submission document if you are required to resubmit, a third assessment will occur.		
Third submission		
The candidate's performance was:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Resubmit

Comments:

Candidate's Signature:

Date:

Assessor's Signature:

Date:

Note to candidate – If you are successful on the third attempt, you will not need to take any further action. If you are unsuccessful on the third attempt, you will be required to undertake further studies in this unit.

INSTRUCTIONS FOR WORKPLACE ASSESSMENT

To be assessed as competent, the learner must demonstrate that they can perform the required performance criteria of each element, demonstrate the essential knowledge and skills, to the required standard, not just once but on a number of occasions. You must nominate a Workplace assessor to validate your workplace assessments before undertaking the workplace component of the assessment.

Dementia and Aged Care Services must be advised of the identity of the Workplace Assessor and MUST receive copies of their qualifications. To be qualified as a Workplace Assessor, a person must have a Certificate IV Training and Assessment (TAE40116) or relevant vocational competencies, at least to Certificate 3 in Aged Care level. Workplace Assessment tasks are to be signed off by the qualified Workplace Assessor and yourself. If you are unable to nominate a qualified assessor, please contact AAQ for an alternative assessment process.

You will need to have proof of current employment in an aged care setting. This could be a letter from your employer stating your position and length of service, or a certified copy of your employment contract.

To the Candidate:

The workplace assessment will be used by your assessor to assess your skills and knowledge against the performance criteria for this unit. Discuss with your assessor how or when you wish to complete the assessment tasks. Assessment will need to take place on two separate occasions. On each occasion, you will be asked to demonstrate management of three (3) behaviours of concern. You will be assessed as: Satisfactory or Not Yet Satisfactory. These occasions may include a discussion of an incident of challenging behaviour, case study or scenario.

If you are assessed as Not Yet Satisfactory, your assessor will identify the areas that you need to focus on and organise a reassessment.

To the Workplace Assessor:

Negotiate with the candidate a suitable time for assessment. The assessment will need to take place on two separate occasions. These occasions may include a discussion of an incident of challenging behaviour, case study or scenario. If the learner is not satisfactory in any area, a reassessment will need to take place.

If you are unsure of any aspect of this assessment, please contact an Educator on (07) 3422 3000.

WORKPLACE ASSESSMENT FORM

This states that _____ has successfully demonstrated the skills and knowledge required for this competency CHCCCS020 *Respond effectively to behaviours of concern*.

S = Satisfactory

NYS = Not Yet Satisfactory

Performance Criteria		Date & result	Date & result
Identifies behaviour and plans response			
1.1	Identify behaviours of concern in line with work role and organisation policies and procedure (e.g., repetitive language, aggression, wandering).		
1.2	Identify appropriate response to potential instances of behaviours of concern.		
1.3	Ensure planned responses to behaviours of concern maximise the availability of other appropriate staff and resources (ask colleagues, manager)		
1.4	Give priority to safety of self and others in responding to behaviours of concern (either remove client from situation or remove others)		
Applies response			
2.1	Ensure response to instances of behaviours of concern reflect organisation policies and procedures		
2.2	Seeks assistance as required		
2.3	Deal with behaviours of concern promptly, firmly, and diplomatically in accordance with organisation policy and procedure (not ignore, remain calm, divert attention, simple sentences, remove person or others).		
2.4	Use communication effectively to achieve the desired outcomes in responding to behaviours of concern (eye contact, touch, calm voice).		
2.5	Select appropriate strategies to suit particular instances of behaviours of concern (look at self, divert attention, change environment, calm approach)		
Reports and review incidents			
3.1	Report incidents according to organisation policies and procedures		
3.2	Review incidents with appropriate staff and other suggestions appropriate to area of responsibility (can present alternative ways to prevent or manage situation)		

3.3	Access and participate in available debriefing mechanisms and associated support and/or development activities		
3.4	Seek advice and assistance from legitimate sources as and when appropriate (OT, manager, helpline)		

Session 1		Date & result
Outline 3 different examples of behaviours managed		

<p>1. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
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<p>2. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
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<p>3. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
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Session 2		Date & result
Outline 3 different examples of behaviours managed		

<p>1. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
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<p>2. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
<p>3. Behaviour: _____</p> <ul style="list-style-type: none"> - Identify behaviour - Maintain personal safety of self and others - Identify trigger - Respond quickly implementing known strategies for individual - Maintain duty of care - Remain calm - Good communication skills - Reports/reviews incident 	
<p>Assessor's Comments:</p> 	
<p>Competency Achieved: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Date:</p>
<p>If No – action to be taken:</p> 	
<p>Assessor's Signature:</p>	
<p>Assessor's Name and Status:</p>	
<p>Student's Signature:</p>	

PORTFOLIO

Your portfolio will comprise of:

- Your responses to Assessment Task 1 – Case Study
- Your response to Assessment Task 2 – Questions
- Your workplace assessment
- A completed incident report form for Mr Jones' case study

Once completed, return this assessment portfolio to:

Alzheimer's Association of Queensland
47 Tryon Street
Upper Mt Gravatt, Qld 4122

AAQ ASSESSOR USE ONLY	
Candidate's Name:	
Unit of Competency:	CHCCCS020 Respond effectively to behaviours of concern
Date:	
Evidence provided	Assessor's feedback/comments
Assessment Task 1 – Case Study	
Assessment Task 2 – Questions <i>All questions are to be addressed</i>	
Workplace Assessment	
Completed incident report form for Mr Jones' case study	
Overall result of assessment task is:	<input type="checkbox"/> Satisfactory <input type="checkbox"/> More evidence required
Assessor's Name:	Signature: