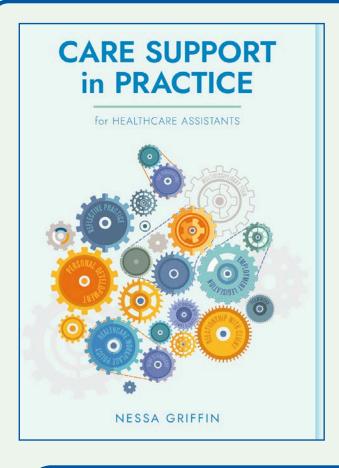
## CARE SUPPORT IN PRACTICE

## **NESSA GRIFFIN-HESLIN**



Includes: Case Studies, Classroom Tasks & Activities, Assessment Guidelines, Sample Learner Record.

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Nessa Griffin-Heslin RGN, BA Health Studies, PGDip in Clinical Health Science Education, teaches L5 Healthcare Support & Nursing Studies in Longford College of Further Education. She has 21 years' nursing experience in the UK, Australia & Ireland.

- Presents a concise summary of the Irish Healthcare System from 1180 to the present day and provides a clear introduction to the HSE and the role of HIQA.
- ★ Explains the role and responsibilities of a HCA, who the HCA reports to, the Multidisciplinary team (MDT) and relevant, up-to-date employment legislation and entitlements.
- Explains the process of communication, how it improves client and MDT relationships, and how it can assist in dealing with challenging situations.
- Discusses the issues of client confidentiality and introduces the Five Concepts of Care;
   Dignity, Privacy, Respect, Choice and Autonomy; that ensure delivery of high-quality care
- ◆ Considers the client's needs (physical, social, emotional and spiritual) throughout their lifespan and illustrates how to use the 12 Activities of Daily Living in care planning.
- Highlights the benefits of personal growth and development planning for the HCA.
- ◆ Introduces reflective practice as a means of thinking about and analysing working methods with the aim of continuous improvement for the sake of both the HCA and the client.







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