

Pull Up A Chair Training Tool For Domiciliary Care Staff **Workbook**



Developed by Age UK Wakefield District
with funding from Skills for Care

Your Name:

Date:

PART 1: Introduction and Overview Session – Workbook

Pull Up A Chair and the LEAF-7 tool

The LEAF-7 (Life Essentials Assessment Framework) is a validated tool, developed by Age UK Wakefield District, that assesses quality of life across key domains important in later life:

- **Managing Health**
- **Managing Daily Living**
- **Enjoyment**
- **Value**
- **Safety and Security**
- **Independence/Choice and Control**

These key domains have provided the framework for the training tool and are the titles for the six films.

Learning outcomes

- To develop your understanding of person-centred care in the workplace.
- To develop the skill of empathy and how to make an empathetic response.
- How to apply person-centred values in your work.
- Self care: understanding how thinking about how you work (reflexive practice) and how learning and getting support from work colleagues (peer support) can help you feel better about your job.

What is empathy?

Empathy is a set of skills, which include:

- The ability to be an **active listener**, this means being able to listen to thoughts and feelings of others in a non - judgemental way.
- Showing a sensitivity and respect for others' emotions, to respect what they say as their own truth, even if it is different to yours.
- Developing your “emotional radar” to pick up on what people are feeling by watching their body language and facial expressions.
- So being able to listen not only to what someone says with their words, but to any messages that may be “between the lines”.



Person-Centred Care Values (Did Peter Rabbit Invent a Perfect Iced Rolyoly and Custard)

Person-centred values are the guiding principles that help to put the interests of the individual receiving care or support at the centre of everything we do. In health and social care, person-centred values include **Dignity, Privacy, Rights, Independence, Partnership, Individuality, Respect and Choice**. Let's look at these in more detail.

Dignity - Treating somebody in a dignified way means to treat someone with respect, valuing their individuality and their ethical and moral beliefs. In order to provide the dignified care, you need to have an open and positive attitude. Take time to do things their way, don't make assumptions about how they want to be treated and be aware of how personal care may affect their dignity.

Privacy - Everyone has a right to private space and time when they need it. Privacy affects how and where care and support are given, especially when it involves personal hygiene or intimate procedures. Privacy includes not talking to anyone about the individual's private information unless they give permission and it is on a need-to-know basis to improve their care and support.

Rights - The Human Rights Act 1998 is the main legislation that sets out the rights of people in the UK. You have the right to speak your mind and be kept safe from harm, as well as the right to respect dignity and equality. You should make sure an individual's rights are respected, not only by yourself but by other people involved in their care.

Independence - Promoting an individual's independence means to look at what they can do for themselves and empower them to do as much as possible for themselves. It does not mean leaving someone to cope alone but agreeing to the support they need and want.

Partnership - You work in partnership when you involve the individual and their family and work alongside other workers. The key to a successful partnership is good communication and trust; valuing and respecting what others have to say.

Individuality - Each person has their own identity, needs, wishes, choices, beliefs and values. 'One size fits all' does not work when it comes to providing care and support.

Respect - Respecting someone means believing and showing that they have importance as an individual. It means that they have their own opinions and feelings and that even though you may not agree with them, you do respect them.

Choice - Each individual should be supported to make choices about their care and support. They should be given information in a way that they can understand so they can make informed choices. When working with individuals who cannot express their wants, needs and wishes in words, you must find other ways of communicating. Additional training and supervision can help you to develop these skills.

PART 2: The Films

Managing Daily Living: Worksheet 1

<p>What thoughts were expressed?</p>	<p>e.g., a tenant talks about the loss of independence to manage self care and describes how: “everything is done for you” and how she would like to: “do more” for herself.</p>
<p>What feelings were expressed?</p>	<p>e.g. a tenant talks about feeling fortunate and proud of how they are managing: “I can do a lot for myself”.</p>

PART 2: The Films

Managing Daily Living: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care values?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model.▪ If you are stuck here is an example that might help: when the lady was talking about wanting to be more involved in her own laundry, you could enable her to wash small items in her bathroom. <p>This would relate to the person-centred care values of Independence (empowering her to help herself) and Dignity (giving her time to do things in her own way).</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Managing Daily Living: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

PART 2: The Films

Managing Health: Worksheet 1

What thoughts were expressed?	e.g., a tenant talks about concerns about deteriorating mobility: “there’s always a fear of falling”.
What feelings were expressed?	e.g., a tenant expresses feelings of frustration about not being able to manage own medication: “I’m used to doing it for myself, so it annoys me”.

PART 2: The Films

Managing Health: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care values?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model. <p>or</p> <ul style="list-style-type: none">▪ For example, when the lady was talking about not being able to manage her own medication, it could be suggested that she could check and administer her daily medication with staff supervision, respecting her sense of independence. <p>This would relate to the person-centred care values of Partnership (involving the individual alongside other workers) and Independence (promoting her wish to help herself).</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Managing Health: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

PART 2: The Films

Social Contact: Worksheet 1

<p>What thoughts were expressed?</p>	<p>e.g., a tenant expresses concerns about fitting in and making new friends: “When I first came here, I thought I don’t know a soul”.</p>
<p>What feelings were expressed?</p>	<p>e.g., a tenant expresses feeling strange about being in a new environment: “I felt a bit strange at first but I think I’ve settled in alright”.</p>

PART 2: The Films

Social Contact: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care values?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model.▪ If you are stuck, here is an example that might help: when the resident was describing concerns about ‘fitting in’, you might introduce her to other residents with similar interests/personality. <p>This would relate to the person-centred care values of Independence (by not leaving the lady to cope on her own) and Partnership (you would involve the lady choosing who she might want to spend time with.</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Social Contact: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

PART 2: The Films

Enjoyment: Worksheet 1

<p>What thoughts were expressed?</p>	<p>e.g., a tenant talks about expectations being met.</p>
<p>What feelings were expressed?</p>	<p>e.g., a tenant expresses frustrations at expectations not being met.</p>

PART 2: The Films

Enjoyment: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care values?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model.▪ If you are stuck, here is an example that might help: when the gentleman was talking about wanting to visit an art gallery we might reflect on whether we offer activities based on individuality... or are we taking a one size fits all approach? We might then seek to find ways to help him access visual art material within the limits of his capacity/mobility. <p>This would relate to the person-centred care values of Individuality (recognising each person's unique identity) and Choice (finding ways to show understanding and meet their needs).</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Enjoyment: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

PART 2: The Films

Safety and Security: Worksheet 1

<p>What thoughts were expressed?</p>	<p>e.g., a tenant talks about feelings of reassurance and contentment: “You know there’s someone here all the time”.</p>
<p>What feelings were expressed?</p>	<p>e.g., a tenant expresses the importance of living in a safe environment: “Security is wonderful... you feel so safe”.</p>

PART 2: The Films

Safety and Security: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care values?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model.▪ If you are stuck, here is an example that might help: when the man was talking about feelings of discomfort on someone coming to his door unannounced, you could ensure procedures were in place to avoid this where possible or to give prior notice by ringing the flat first. <p>This would relate to the person-centred care values of Rights (to be kept safe from harm) and Respect (showing understanding of their concerns and taking them seriously)</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Safety and Security: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

PART 2: The Films

Independence: Worksheet 1

<p>What thoughts were expressed?</p>	<p>e.g., a tenant talks about the loss of independence in self-care and describes how: “Everything is done for you” and how she would like to “do more for myself”.</p>
<p>What feelings were expressed?</p>	<p>e.g., a tenant expresses feelings of determination to maintain independence: “I’m not ready for giving in”.</p>

PART 2: The Films

Independence: Worksheet 2

<p>Responding in a person-centred way</p>	<p>How might we respond to what you have seen in the films relating to the person-centred care model?</p> <ul style="list-style-type: none">▪ Using your own experience of people that you care for in your own setting, give an example where you have used person-centred care relating to the values in the model.▪ If you are stuck, here is an example that might help: when the lady was talking about feeling restricted and annoyed by the staff response when she independently strolled outside for some fresh air – the staff member could respond more empathetically, respecting her independence at the same time as noting her capacity/mobility. <p>This would relate to the person-centred care values of Dignity (valuing their individuality and wishes) and Independence (respecting what they can do for themselves).</p>
<p>How might you respond?</p> <p>Dignity Privacy Rights Independence Partnership Individuality Respect Choice</p>	

PART 2: The Films

Independence: Reflection

Write two things that you have learnt from the session that you can use in your work.

This could include examples and good ideas shared by your colleagues in the session.

1.

2.

Write one thing that you will do to show support for your colleagues and complete the following sentence: “I will show support for my colleagues by...”

NOTES: this section is for you to jot down any ideas and thoughts

The Pull Up A Chair training tool has been developed by Age UK Wakefield District. With support from:

Skills for Care

The Laurels Care Home

Holyrood House Care Home

Complete Care Ltd. Wakefield

Age UK Wakefield District

Home Support Service

Further information about the training tool can be found at:
www.leaf-foundation.co.uk or by contacting:

Age UK Wakefield District
7 Bank Street
Castleford
WF10 1JD

t 01977 552114
f 01977 518549
e admin@ageukwd.org.uk
www.ageukwd.org.uk

