

Counselling Presentation Notes

Introduction

Danygraig provides the individuals with packages of care to suit their individual needs. I work for this company and have done for 4 years so throughout this I have gained a lot of experience and improved many skills. Depending on the clients needs they may only need 1 call per day but, it can be up to 4 calls per day if administering medication is required, food throughout the day and personal care needs if the person is bed bound or struggles with this sort of care if they have dementia, stroke, mobility issues. Carers working patterns can range from 7am - 3pm, 3pm - 10:30pm or a full day which would be 7am - 10:30pm. Training for Danygraig is an in person 2 day manual handling course and E-learning through their app on topics such as; infection control, health and safety, food hygiene, fire safety, lone working and violence and aggression. Also, when there were new clients with stoma bags and no previous clients with them a colostomy training day was set up in order for you to gain knowledge and understanding of what you need to do when in the situation.

Background

A domiciliary carer is a care assistant who supports individuals in their own homes with everyday tasks and support them to be as independent as possible.

A domiciliary carer provides support to individual in a variety of areas of care - allowing the individual to do as much as they can themselves to help promote independence. Some of the tasks we carry out include; personal care, administering medication, shopping, meal prepping, household tasks and companionship.

Main Points

Skills - Skills where I feel like I need to make improvements on is handling emotional situations with the clients and families when working as a carer. Also, my confidence in trying to carry out new care methods and believing in myself that I can do them instead of thinking I'm not going to be able to do it.

Knowledge - I used my knowledge in a situation where a client was very unwell and struggling to breath. She started the day off normal and there didn't seem to be any signs of illness but as the day went on it progressively got worse where she was struggling to catch her breath, couldn't move her body, wouldn't eat or drink which was unusual for her. However, she refused for me to call an ambulance to get checked over, as she was deemed she had capacity my superior told me to leave and to go back and check on her later on that evening. When I went back her situation had progressively worsened where she was struggling to speak and when she did speak she wasn't making any sense. Eventually it was agreed that we could override her capacity and call for an ambulance as to which she got taken into hospital.

Responsibility - When out in the community you can either be placed working by yourself or

with one other colleague. I feel as though when you are out lone working it places more responsibility on you as you are by yourself and have to assess each and every individual situation alone. Whereas when you are working with another colleague it feels as though it is split responsibility as there is more than one of you there.

Proactive approach - Giving feedback to superior members of staff on individuals conditions whether they have improved or deteriorated is one way of a proactive approach as they can then decide whether they want to carry out further assessments to reduce them to one carer, keep them the same or up them to two carers depending on their condition and what care is required. Furthermore, if an assessment was carried out and the carers they had going to see them reduced to one or required two then they may require to get ride of some equipment they are already using or to introduce new equipment in order to make the care they receive effective. For example; one lady used a standing stedy and required two carers per call, however, when feedback was sent in that her condition had improved they assessed her situation and reduced her carers to one per call and stopped using the stedy. However, her condition has recently started to deteriorate where she has been assessed again with the use of the stedy introduced into her care routine again and back to two carers per call.

Surprising - What I didn't realise before starting as a domiciliary care is how much it helps and supports families and allows them to continue with their life whilst being able to visit. When seeing family and they express to you how much it helps them to still carry out stuff they wouldn't be able to do if they didn't have carers coming in surprised me as I never thought of it in this way. For example; a client we look after lives in Porthcawl and her family Lives in England and come down as often as they can around their work routine but, they expressed how they wouldn't be able to do this if they didn't have the carers coming in everyday as one of them would need to move down here which could result in their job needing to be changed, and a change of lifestyle, social life.

Challenging - The thing I found most difficult was building up strong relationships with the client and their families and them either moving, going into a care home or sadly passing away. Also, it is quite challenging with some families when the client we're looking after is coming to palliative care stage and the family are having a hard time understanding that this is happening - this makes it quite difficult with supporting them through the hard times their experiencing as you want to support them the best you can.

Problem Solving - A time where I have used my problem solving skills is when a client with severe dementia was experiencing pain but couldn't express exactly where the pain was coming from. In order to figure this out a range of open ended questions were used to figure out where exactly the pain was coming from. Throughout my time here I've learned that using closed questions in this situation is not effective such as; Is the pain in your stomach? This is because someone with severe dementia may just say yes as that is the first place you have said to them. Whereas when using open ended questions they can try to explain to you where it is coming from with a little bit of guidance along the way.

Evaluation

I feel as though through my journey as a domiciliary carer I have improved on many skills such

as; adapting to communication methods with various individuals as some clients can be non-verbal, non-english speaking, verbal but may have a mental problem such as; dementia which it can be difficult to effectively communicate. For example; 2 clients are non english speakers so they rely on communication cards written in their language with photos to help them or they rely on gestures made by carers to understand what they mean. Also, I feel as though I have improved on my active listening skills as when you are caring for clients and get to know them they start to express their feelings and problems to you.

Discussion

When there was a crisis point in the home care sector Danygraig were finding it very difficult in keeping new staff and were having no applications through. This then put strain on the current carers as they were having to work longer hours in order to keep up with the demand of care throughout the pandemic. This then resulted in a lot of current carers handing in their notices as they couldn't keep up with everything in their life such as; looking after themselves, their families. Danygraig then had to hand packages back and give them to other care agencies to ensure that the clients were able to be provided with effective care as the demand was too high for the low staff levels.

Future Implications

Future implications for care is the demand for care staff especially in the community. Research has stated that with the levels of immigrants coming into the country and the travel restrictions in place it has put the adult home care demand higher. Also the requirement coming in of having to have the coronavirus vaccine to work in a care job is also making a decline in applications or with current staff leaving their jobs because they don't want to get the vaccine. There is also research to suggest that people working in the care sector are leaving their jobs as they don't feel valued, recognised and rewarded. So overall, more money and recognition needs to go into this area to avoid future complications within the care sector in order to be able to grow the workplace.