

網上居家護理培訓- 初級班

On-line Training Program to Home
Healthcare for Non-HCW – Basic Level

曹聖玉博士 Dr Alice TSO

2022





學習目标Objective

- To enable healthcare assistants and Home Carers to deliver basic level of care to needy people at home

時段 Duration

- 2 hours per session for 6 sessions

講師Course Instructor

- Experienced Registered nurse

培訓班資料 Background Information of the Program

主要題目

Key Topics

Basic Anatomy & Physiology
and Understanding
Common Health Problems

Roles & Responsibilities of
Home Carers

Basic communication skills
to People with Health
Problems Staying at Home

Principles of Skills for
Activities of Daily Living

Personal Hygiene Care

Offering Commode &
Changing Bedsheets

Basic Feeding Skills and
Fundamental Concept of
Nutrition

Principles of Nursing Skills

Vital Signs Taking and
Monitoring

Body Mechanic Principles,
Lifting, Ambulating,
Transporting (To and From
Day Centres/ Clinics/
Hospitals etc)

Skin Care and Care of
Incontinence

Intake and Output Charting

Care of Vomiting

Care of Insomnia

Documentation and
Reporting

Key Topics (Continued)

Basic Drug
Administration

Principles of Infection
Control at Home

Proper Hand Washing

Home Infection Control
During Pandemic/
Communicable Diseases

Proper Disposal of
Clinical Waste/ Care of
Contaminated Items

Environmental Hygiene
and Safety

Safe Home Layout for
People cared at Home

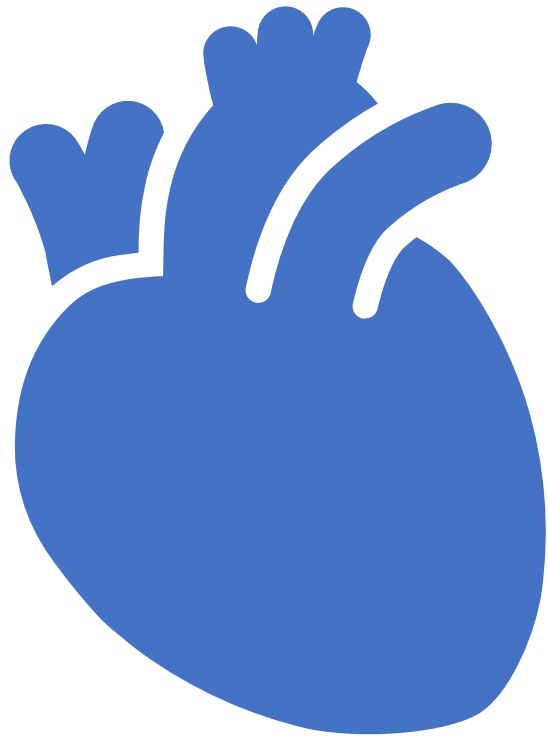
Home Hygiene

Safe Storage of Home
Disinfectants and
Medical Equipment

Occupational Safety and
Care for Home Carers

Returned Demonstration
at Simulation Lab
(Optional)

Multiple Choice Exam



基礎解剖學及功能 與普通病例關係

Basic Anatomy & Physiology
and Understanding Common
Health Problems

名稱定義

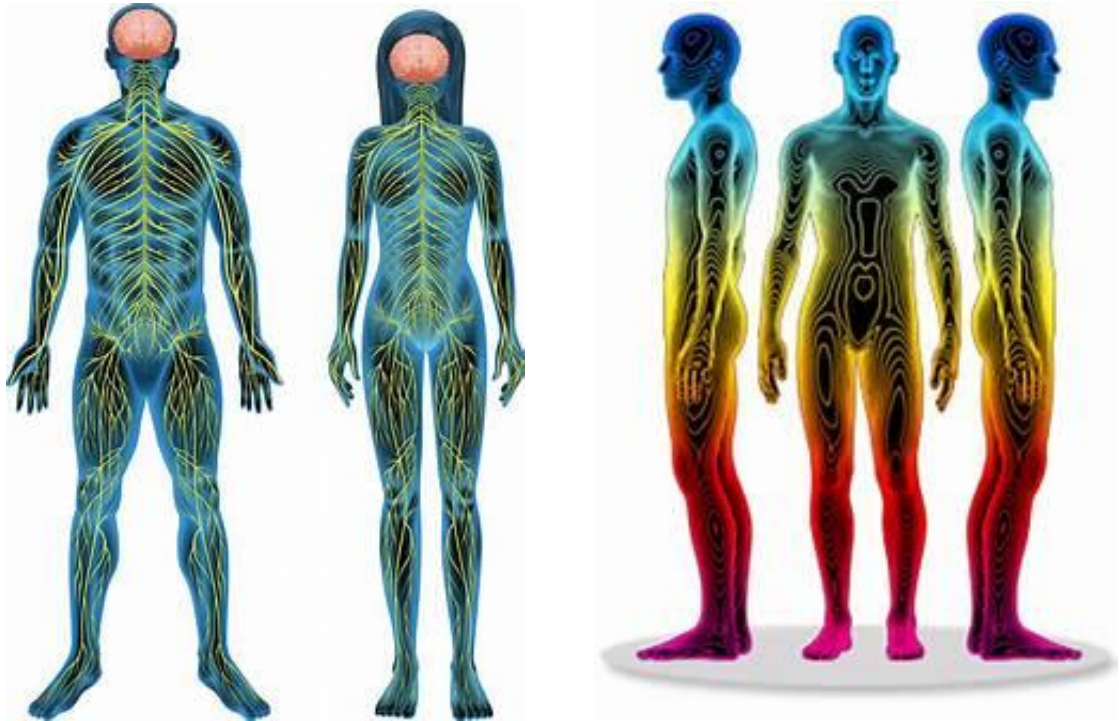
Key Definitions

- **Anatomy** is the study of the structure and identity of body parts
- **Physiology** is the study of how these parts function and relate to one another.
- **Anatomical Position** is a position that the body is standing upright, facing towards the observer, standing with feet flat on the ground, and holding the arms at the sides with the palms facing forward.

人体部份

The human body

- It comprises a **head, neck, trunk (which includes the thorax and abdomen), arms and hands, legs and feet.**
- It is composed of many different types of **cells** that together create **tissues** and subsequently **organ systems.**



人体系統与功能

Human Body Systems and Functions

- There are 11 body Systems consists of around 79 organs working together to accomplish various body functions

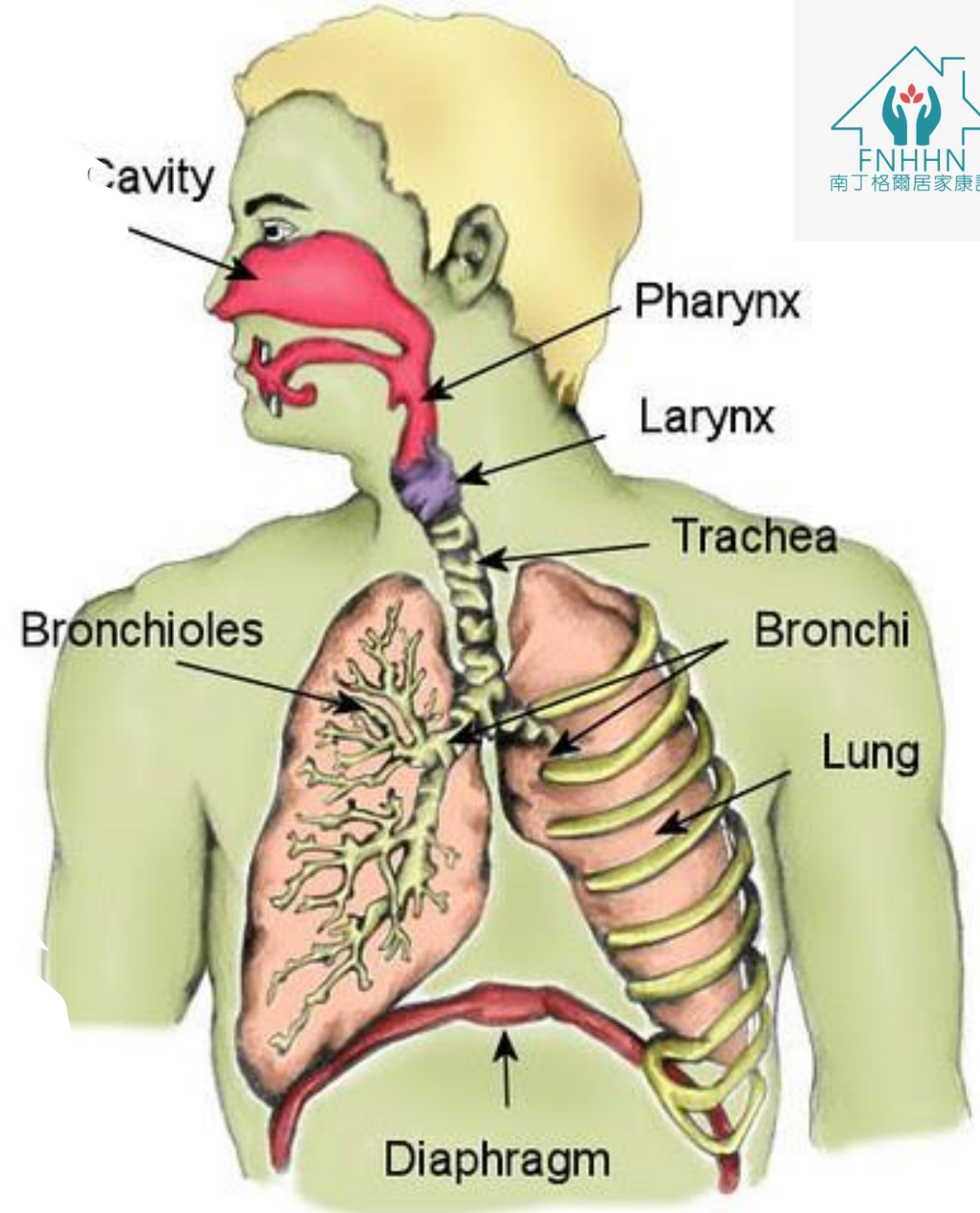
- 循环系統

The Circulatory System (the cardiovascular system) The **heart and blood vessels** have the job of delivering oxygen and nutrients to the rest of the body and collecting waste products for removal from the body by other systems.



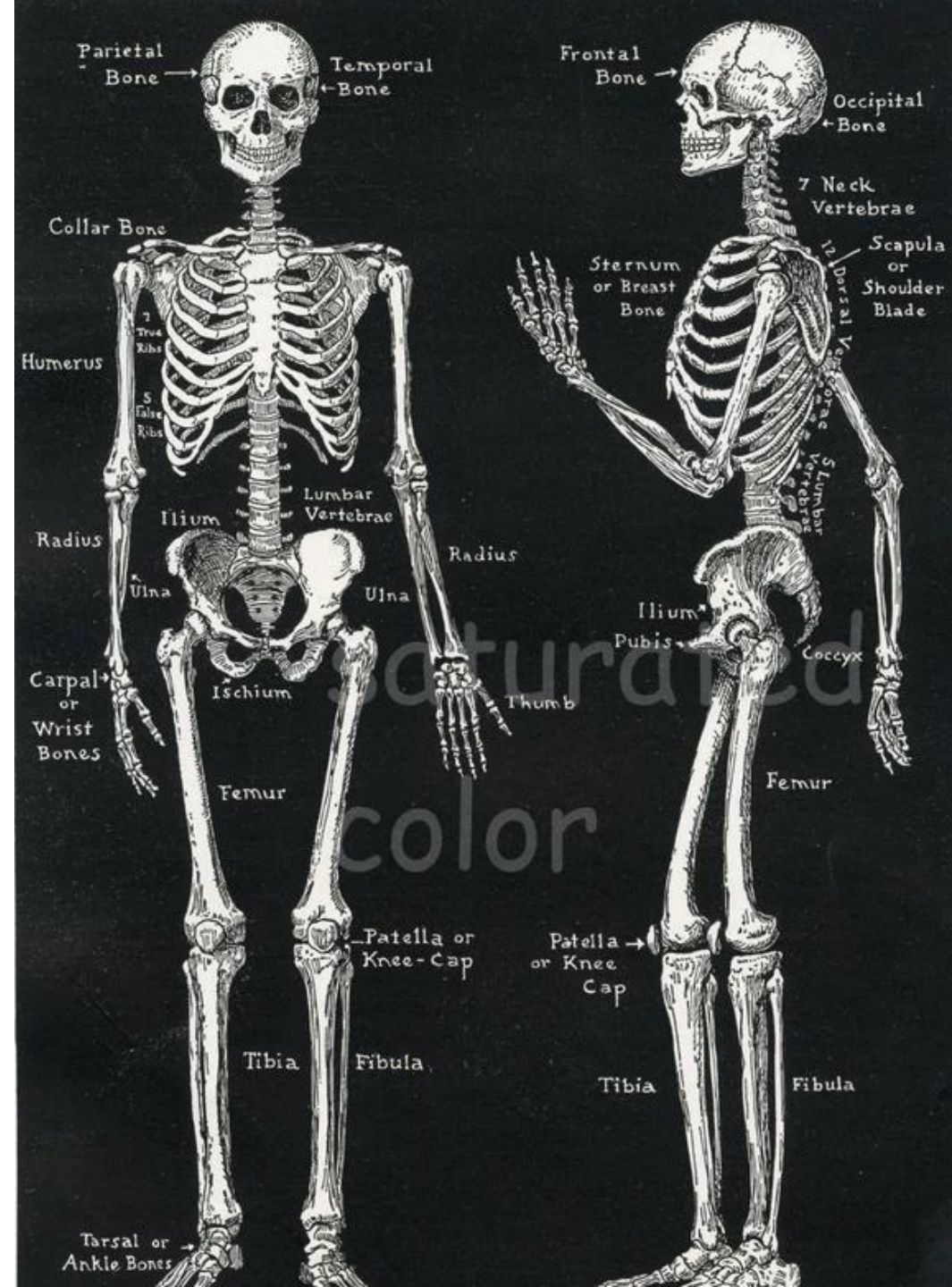
- 呼吸系統

The Respiratory System: Your lungs allow you to inhale and exhale air to **exchange gases** between blood and lung space deep within the lungs themselves. The carbon dioxide produced in metabolism is "off-loaded," while oxygen from air is "on-loaded" to red blood cells.



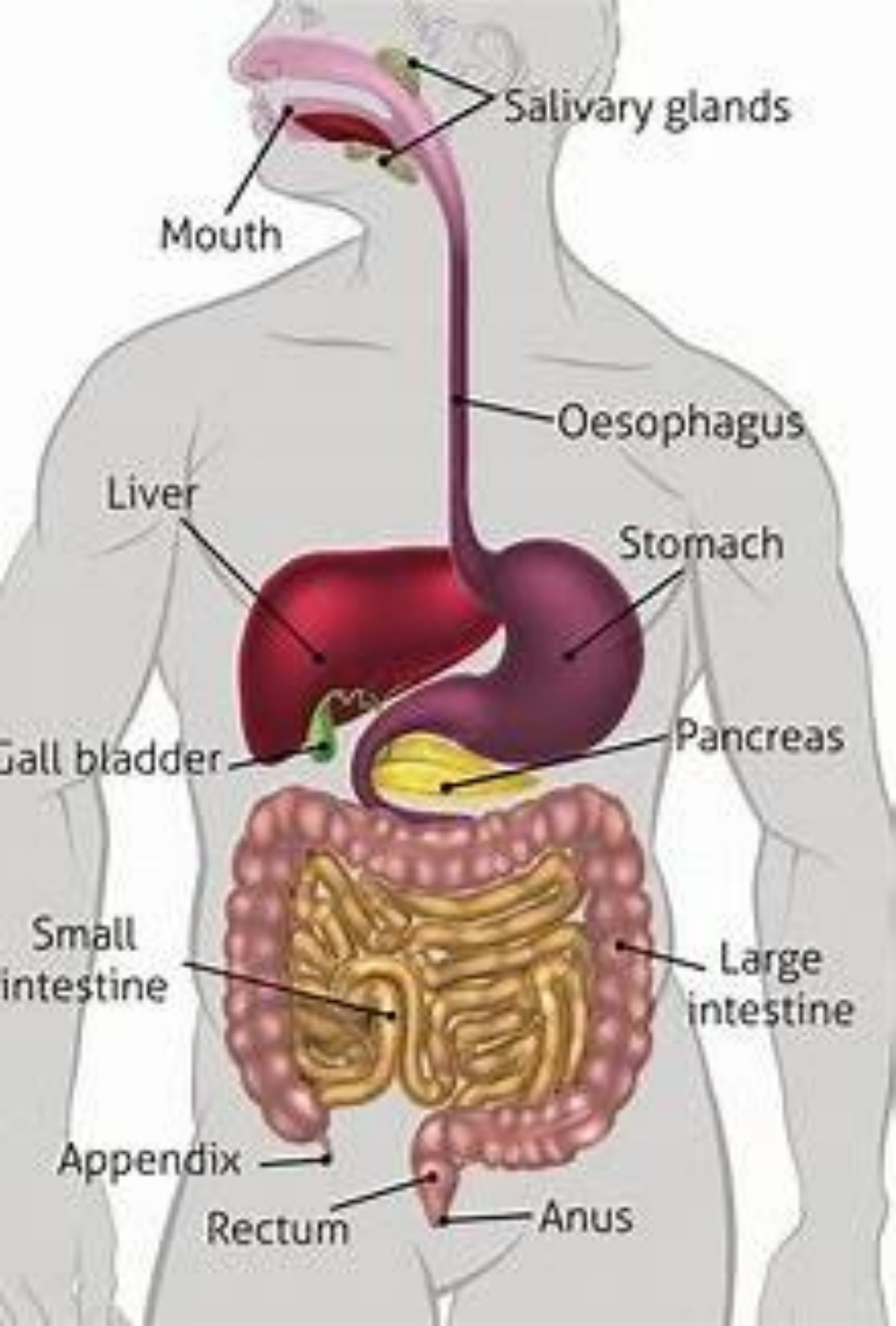
- 骨骼系統

The Skeletal System: Your bones, cartilage and ligaments provide a structural framework for the rest of you, like a scaffolding for organs and tissues. This system affords **protection** of vital organs and permits **locomotion** of the organism; the bone marrow in the middle of long bones **makes immune cells**.





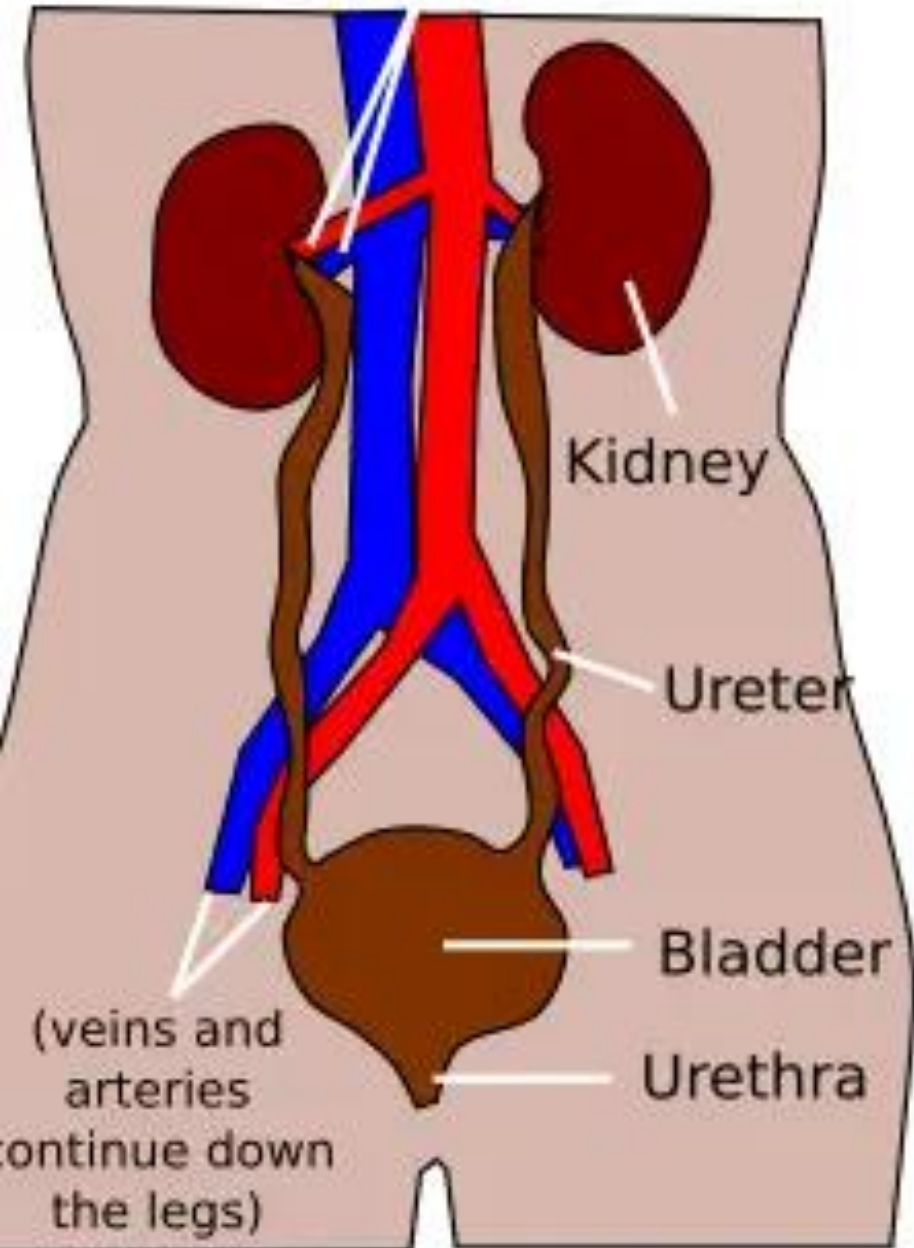
-
- **肌肉系统 The Muscular System:** Muscles comes in three main types. **Skeletal** muscles move you around and perform other functions when you contract them voluntarily. **Smooth** muscle lines organs such as the gut and bladder and operates involuntarily. **Cardiac** muscle is a specialized kind of muscle in the myocardium of the heart.



- 消化系统

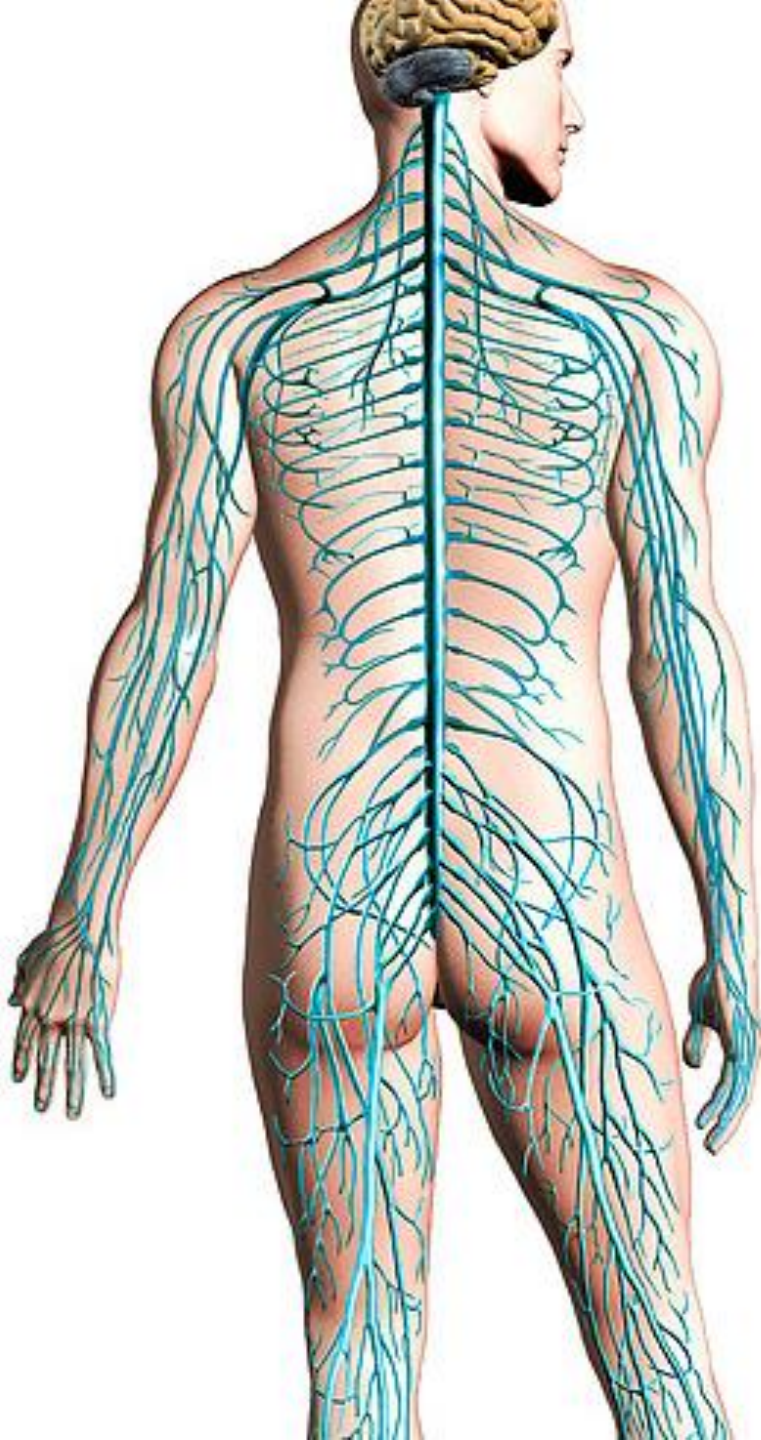
The Digestive System: This system converts ingested foods into smaller molecules your cells can harvest **energy** from.

Renal artery and vein



• 泌尿系統

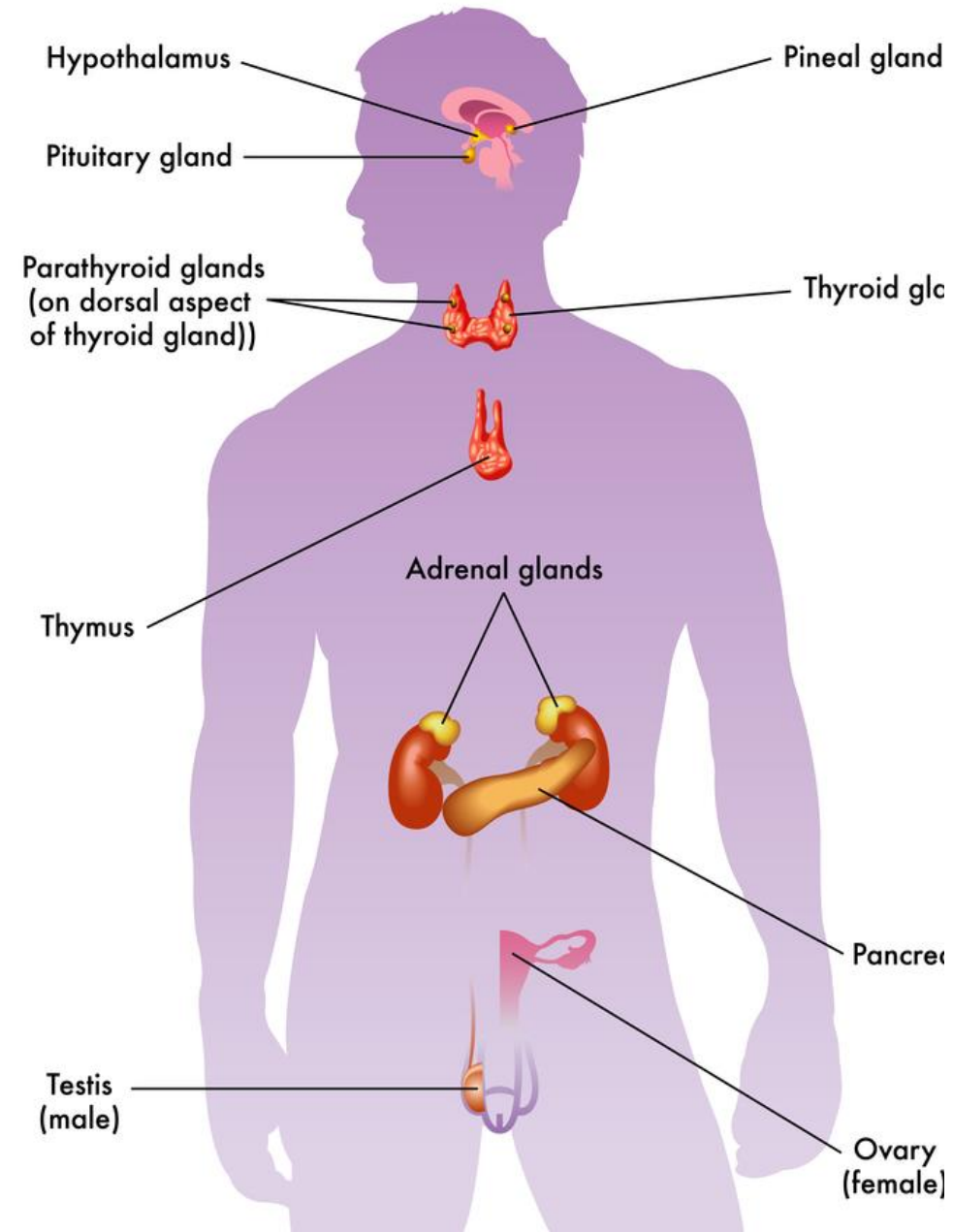
The Excretory/Urinary System: Your two kidneys help **eliminate waste** by filtering the blood, keep the acid-base levels of the blood steady, and regulate the amount of blood in the body via electrolyte and other solute balance.



- 神经系统

The Nervous System: Your **brain, spinal cord** and a great many **peripheral nerves** make up this system, which is responsible for collecting, processing and transmitting information.

Major Endocrine Organs



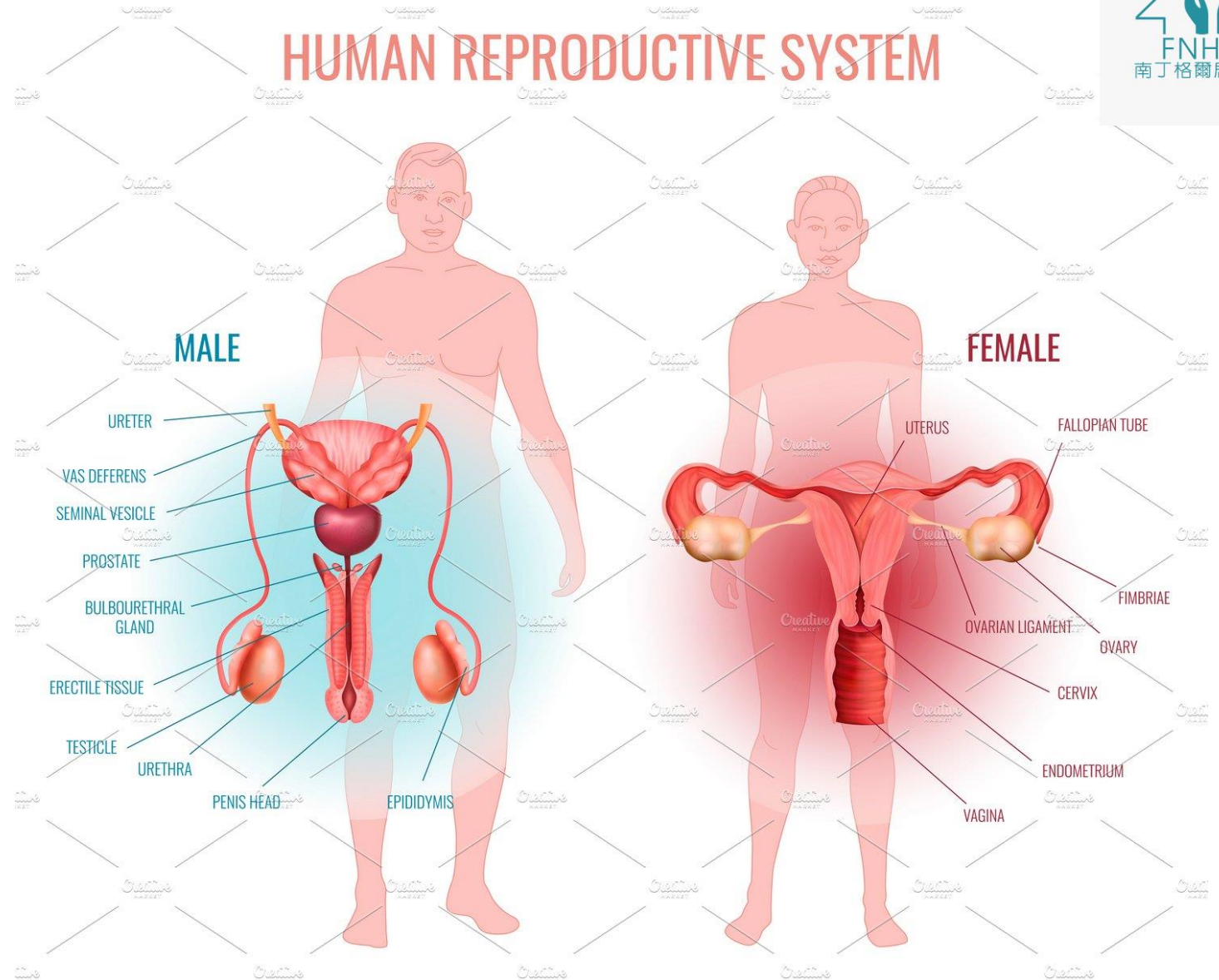
• 內分泌系統

The Endocrine System: When you hear the word "**hormones**," think "endocrine system." This system regulates the **internal environment** of the organism via the dispersal of chemicals (hormones) that act at certain receptors throughout the body. The pancreas, pituitary gland and thyroid gland are part of this system,

HUMAN REPRODUCTIVE SYSTEM

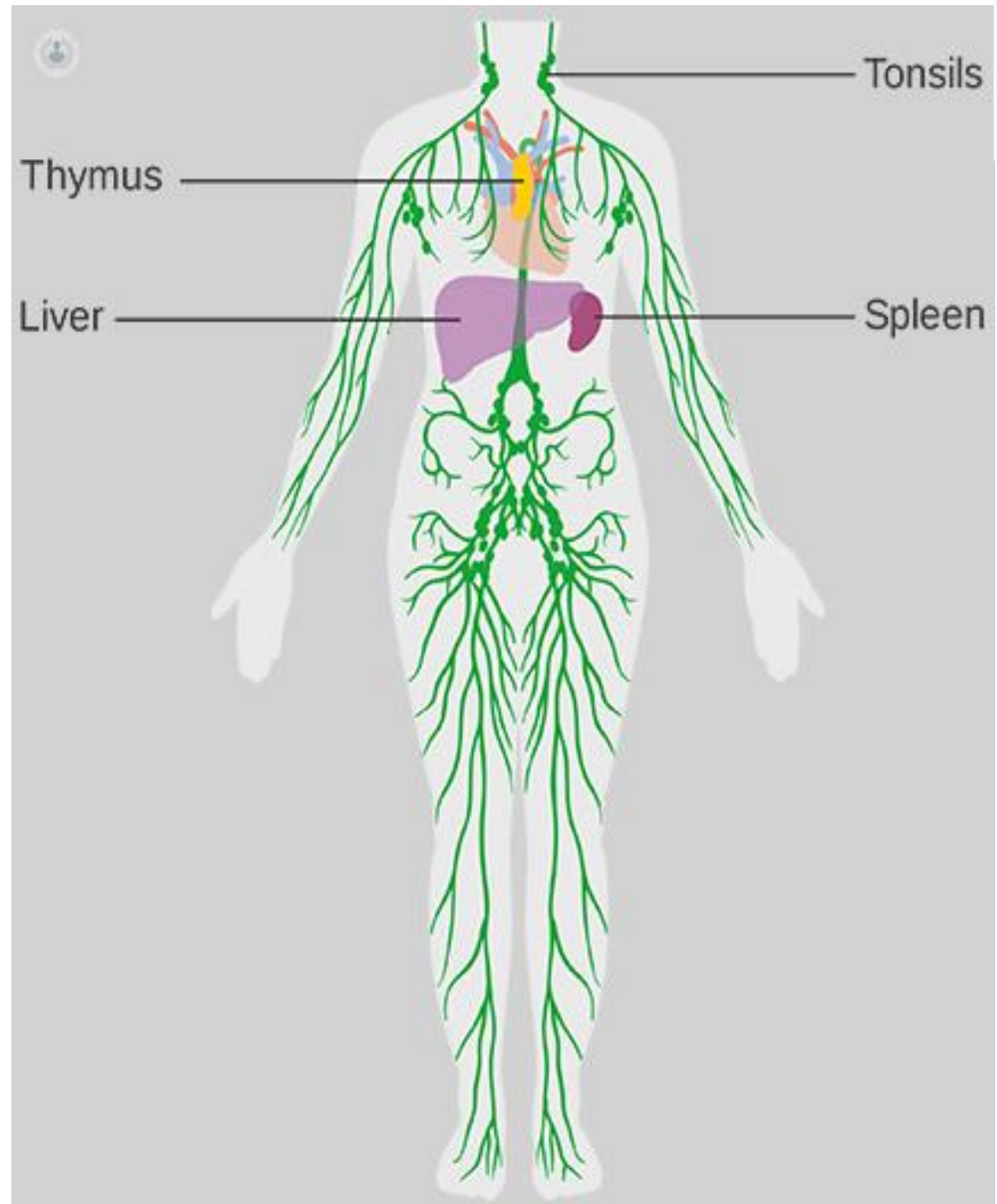
• 生殖系统

The Reproductive System: This system is responsible for creating gametes, or sex cells (testes in males, ovaries in females) that participate in **fertilization and propagation of genes into the next generation** of organisms. It includes the uterus in females and external genitalia regardless of sex.



- 淋巴系统

The Lymphatic System: The structures in this system of channels are akin to a **second circulatory system**, which also includes the spleen, make cells that combat foreign invaders and help return tissue fluid to the blood vessels.



- 外皮系統

The Integumentary System: This includes **the skin, hair and nails**, mostly the former. This physical barrier helps keep out microorganisms, regulates the moisture level of the organism and keeps temperature steady. The skin and other parts of the integumentary system work hand-in-hand with the body's immune system, such as keeping out germs and bacteria.

Integumentary system

The skin and accessory organs (Hair, membranes, glands, etc)



Arthritis

Arthritis is a chronic disease which is caused due to inflammation of the body joints of hand or knee due to an attack of an autoimmune system of the body.



Alzheimer's Disease

It is believed that every one person out of nine people of age above 65 years is susceptible to this chronic disease. Elderly suffering from this disease tends to lose the memory and forgets things very rapidly and uncertainty.



Diabetes

In this condition body or blood fails to use the sugar and starch present in the body due to lack of insulin. This disease affects the old age people easily due to lack of insulin levels in the body. The early diabetes is diagnosed the better it is to diagnose it.



Heart Attack

This condition appears when the parts of heart lack in supply of blood which happens due to high blood pressure or high cholesterol levels in the bod. A heart attack is the leading chronic disease among the senior people, hence immediate diagnosis is recommended.



一般長者健康問題 Common Elderly Health Problems

一般小兒健康 問題

Common Child Health
Problems



居家护理者角色与責任

Roles & Responsibilities of Home Carers

居家护理者種類

Types of Common Home Carers at Home

-
- Family Members
 - Foreign Domestic Helpers
 - Health Care Workers (HCW/ HCA)
 - Qualifications – completed 300 hours of ERB Certificate Program for License to Practice
 - Scope of Duties – Provide hygiene care, to assist on companionship, health checks , simple nursing skills and Daily Activities (ADL) to the clients with support of social and health status
 - Personal Care Workers (PCW)
 - Qualifications – completed 50 hours of approved courses on elderly care and services as registered PCW
 - Scope of Duties – Provide companionship and escort to medical appointments, , direct personal care and assistance with ADL





Like nurses, it takes a
Special type of
Personality to become a
Home Carer

Responsibilities of Home Care Assistants

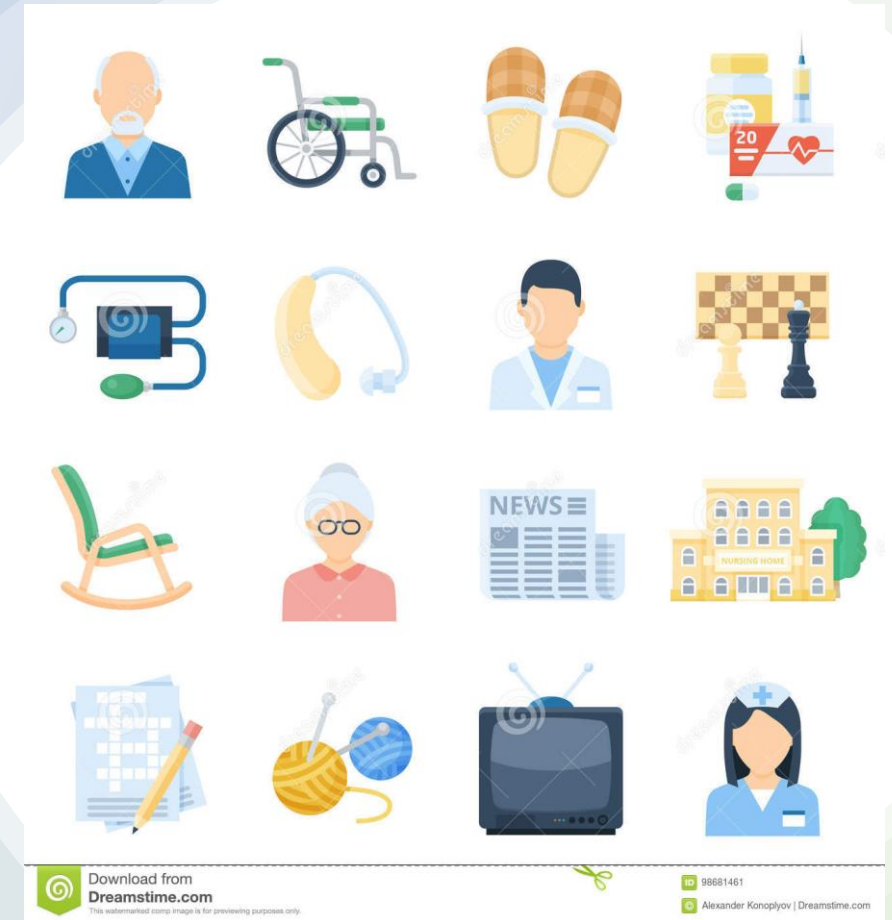
- With **passion** and desire to help and support other
- Are responsible for ensuring the care services being delivered in an **honest, caring and respectful** manner at all times
- And their service is in accordance with relevant agency policies and industry **standards and guides**
- With service goal to ensure **Client safety, security and comfort** in a proactive and positive manner

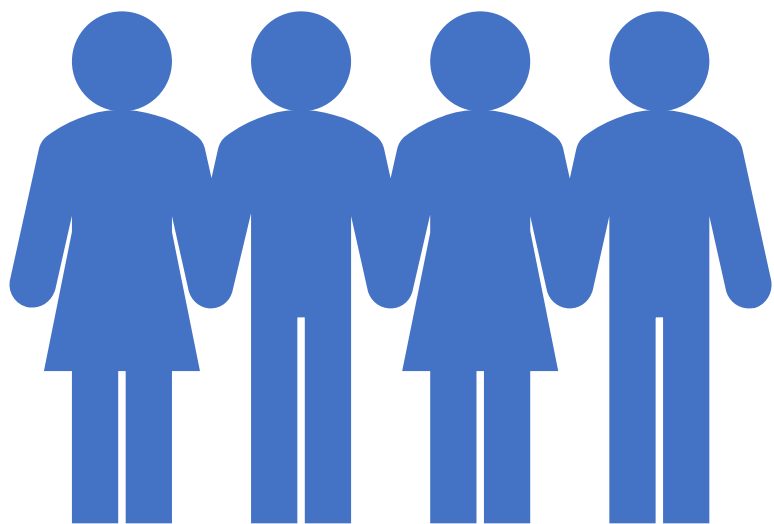


2020
The Guardian

Roles of Home Carer/ Health Care Assistants

- Hygiene Care
- Getting ready to bed
- **Medication Prompting**
- House Cleaning
- Laundry
- **Meal Preparation,**
- Transportation
- Companionship
- **Respite Care**
- **Feeding & Nutrition**
- Household Duties



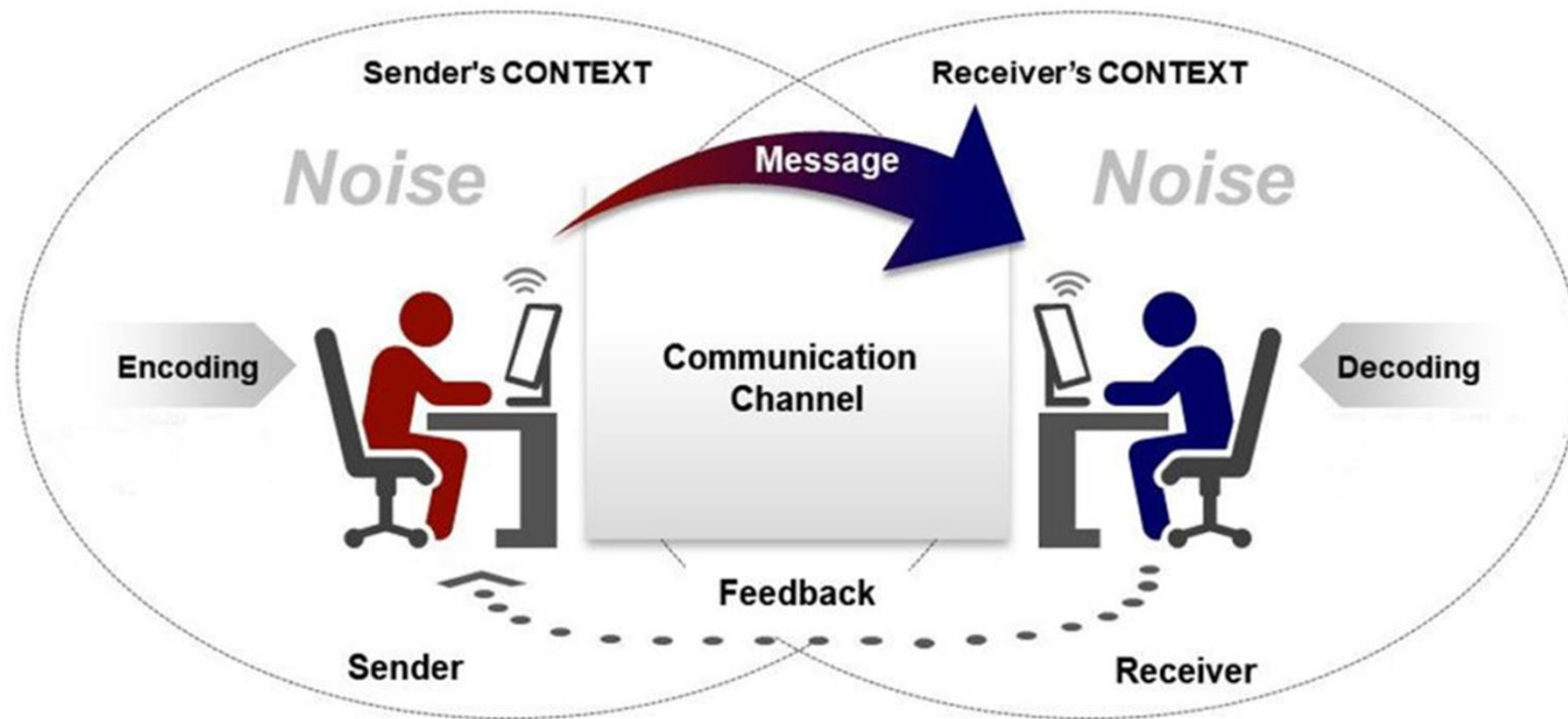


基礎溝通技巧

Basic communication skills to People
with Health Problems Staying at Home

基礎溝通模式

Basic Communication Model



溝通途徑

Six Key Communication Channels for Home Carers

Listening and attending

- Being able to not only listen to what your client is saying, but also listen to words that may indicate they need more support for care

Non-verbal communication

- is all about body language and the way in which you present yourself. Being positive and confident will make your client feel much better

Verbal communication

- Using clear, accurate and honest language will ensure people understand what you are trying to communicate.

Questioning

- Understanding the use of open and closed questions will help ensure carers ask the right sorts of questions at the right time.

Written

- Needs to be as clear as possible. Any confusion or misunderstandings could result in serious implications

Recording

- Recording important patient data and sharing it with relevant people is a vital component of healthcare to improve efficiency and manage patient data appropriately.

有效沟通目标

Objectives for Effective
Communication between
home carers and clients



Gathering patient information (Identify patient's history/agenda/needs/concerns)



Acknowledging patient's agenda/concerns



Negotiating for decision-making



Informing tailored information effectively



GOOD
COMMUNICATION
MAKES CLIENTS FEEL
VALUED, CARED FOR
AND PUTS THEM AT
EASE



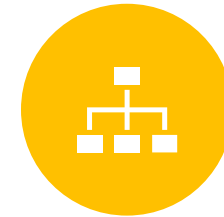
EFFECTIVE
COMMUNICATION
IMPROVES CARE
SERVICES

有效溝通果效

Impacts of Good
Communication



CLIENTS FEEL MORE
EMPOWERED AND MOTIVATED
AND THEY CAN BE BENEFIT
FROM ADAPTING THEIR
LIFESTYLE OR TAKING ON SOME
RESPONSIBILITY FOR SELF
MANAGEMENT.



CREATES A BETTER
WORKING ENVIRONMENT
FOR CARERS AS IT CREATES
MORE TRANSPARENCY AND
OPENNESS RELATED TO
DAILY TASKS AND
REQUIREMENTS.

非言語性溝通的重要性

Importance of Non-verbal Cues

Communication is about much more than the words we say.

- For face to face communication, tone of voice, body language, gestures, eye contact
- For nowadays' electronic communication , writing style, wrong word used and other factors may impact the overall effectiveness of communication.



有效溝通障礙

Major Barriers to
Effective
Communication

Age difference

Gender
difference

Cultural
difference

Language
difference

Physical Barrier –
Environment, too
many distractors

Distance

Ignorance of the
medium - NVC

Developmental
Level

Health Status

Emotion

Use of Jargons

溝通技巧深化

Advanced Communication Skills



OPEN QUESTIONING



OPEN AND DIRECT
QUESTIONING



EDUCATED GUESS



NEGOTIATION



SUMMARIZING



CLARIFYING



PARAPHRASING



ACKNOWLEDGING/
REFLECTION



Communication
Video Link
WITH Q&A



謝謝
Thank You