

INTRODUCTION TO CARER SKILLS TRAINING

OVERVIEW

Carer skills training

Carers NSW has created a resource to build on the practical caring skills for carers of older people living at home. There are six training modules, which can be read as a series or individually. The modules are simple, easy to navigate and interactive.

We understand every situation is unique, so please utilise the information that you feel is relevant for your caring role. Simply open the module you wish to read and use the contents page to select the topic of interest.

Support for you as a carer

Carer Gateway is a national support service funded by the Australian Government. It offers tailored supports and services for carers to help manage challenges, reduce stress and plan ahead. If you need support with your caring role, call weekdays, 8am till 5pm on **1800 422 737**. **Call 24 hours a day, 7 days a week for emergency respite.** Visit <https://www.carergateway.gov.au/> for online supports.

Support for the person you care for

My Aged Care is a national support service funded by the Australian Government. It is the starting point to getting help at home for an older person. Call weekdays 8am till 8pm, or Saturday 10am till 2pm on **1800 200 422** or visit www.myagedcare.gov.au/

Help with accessing services and supports

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English. When you call TIS National you will be greeted by an English-speaking TIS National operator who will ask what language interpreter you need. Call **131 450** for a phone interpreter. Visit <https://www.tisnational.gov.au/en/Non-English-speakers>

The National Relay Service allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. Voice relay number: **1300 555 727**. TTY number: **133 677**. SMS relay number: **0423 677 767**. Visit <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub>

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TRAINING MODULE CONTENTS (1 to 4)

MODULE 01: POSITIVE APPROACHES TO CARING

- 03 Wellness and reablement
- 05 Supported decision-making
- 07 Maintaining relationships as a carer
- 08 Verbal and non verbal communication
- 10 How to communicate well with the person you are caring for
- 11 How to communicate with health professionals
- 12 Mental health concerns
- 15 Understanding behaviour changes
- 17 Accessing support networks
- 18 Where to get more support

MODULE 02: GENERAL KNOWLEDGE

- 03 Carer Gateway and services that may help you as a carer
- 05 My Aged Care and services that may help the person you care for
- 07 Knowing your rights and speaking up for yourself
- 09 How to make a complaint
- 10 Why planning is important
- 12 The role of a power of attorney
- 13 The role of an enduring guardian
- 14 The benefits of an emergency care plan
- 16 Advance care planning
- 17 Financial payments and supplements you may qualify for

MODULE 03: TAKING CARE OF YOU

- 03 Understanding self-care and why it is important
- 04 Examples of self-care activities
- 05 Taking care of your mental health
- 06 Strategies for better mental health
- 07 The importance of healthy eating
- 08 Eating strategies for busy people
- 09 The importance of exercise
- 10 Strategies to stay active
- 11 Taking a regular break – respite
- 12 Where to get more support

MODULE 04: MAKING DAY TO DAY ACTIVITIES EASIER

- 03 The importance of handwashing
- 04 When to use personal protective equipment (PPE)
- 05 Ways to make your home safer
- 07 Assisting someone with a shower: equipment to help, steps to follow
- 12 Assisting someone with a bed bath: equipment to help, steps to follow
- 15 Good skin care and pressure injury prevention
- 18 Continence care, products and services to help
- 21 Assisting someone with eating and drinking
- 23 Getting around safely – transport

TRAINING MODULE CONTENTS (5 and 6)

MODULE 05: BUILDING CONFIDENCE WHEN ASSISTING PEOPLE TO MOVE

- 03 Who can help me feel more confident and make my job easier
- 04 Thinking about risk and home safety
- 05 Assisting people to move safely
- 06 Safe body position and taking care of your back and shoulders
- 08 Assisting someone to stand up and sit down: video, equipment, steps to follow
- 15 Assisting someone to move to a new chair: video, equipment, steps to follow
- 19 Assisting someone to get on and off the toilet: video, equipment, steps to follow
- 22 Assisting someone in and out of the shower: video, equipment, steps to follow
- 26 Assisting someone to move in bed: video, equipment, steps to follow
- 33 Assisting someone to get in and out of a car: video, equipment, steps to follow
- 38 Equipment and suppliers in NSW
- 39 Where to get more support

MODULE 06: CONFIDENCE WITH HEALTH CARE TASKS

- 03 What to do in an emergency
- 04 How to recognise common emergencies
- 05 Ways to reduce the risk of a fall
- 07 Why you need an emergency care plan
- 09 Safe use of medications, questions and practical support
- 12 Palliative and end of life care
- 14 Life after caring
- 16 Where to get more support



GLOSSARY (A to G)

Advance care planning	A process of planning for future health and personal care whereby the person's values, beliefs and preferences are made known so they can guide decision-making at a future time when that person cannot make or communicate his or her decisions.
Advocate	An advocate is a person who can support or represent you in your dealings with others.
Aged Care Assessment Team (ACAT)	Teams of health professionals (nurse, social worker, other) who conduct comprehensive face-to-face assessments of older people with complex aged care needs. ACATs can approve older people for residential care, Home Care Packages and transition care.
Carer Allowance and Carer Payment	If you provide daily care and support for an adult with a disability, a severe medical condition or who is frail aged at home, then you may be eligible for a Carer Allowance. If you cannot participate in paid employment because of the demands of your caring role, you may qualify for income support (Carer Payment). This is administered by the Department of Human Services.
Carer Gateway	Carer Gateway is a national support service funded by the Australian Government. It offers tailored supports and services for carers to help manage challenges, reduce stress and plan ahead. Call weekdays, 8am till 5pm on 1800 422 737 . Call 24 hours a day, 7 days a week for emergency respite . Visit https://www.carergateway.gov.au/ for online supports.
Carer support groups	If you are a carer and would like to meet other carers, then you may wish to join a carer support group. These groups provide opportunities for people to meet and learn from each other by sharing experiences, feelings, ideas, concerns, information.
Commonwealth Home Support Programme (CHSP)	If you are an older person and need help to stay at home and to be more independent in the community, you may benefit from CHSP. There are a range of maintenance, support and care services for older people and their carers. Contact My Aged Care.
Enduring Power of Attorney	A power of attorney (POA) is a legal document that you can use to appoint someone to act on your behalf for property and financial matters. It stops when you lose the ability to make decisions (lose capacity). An enduring POA will continue even after you have lost the capacity to make decisions.
Enduring Guardian	A guardian is a legally appointed substitute decision maker. An enduring guardian (ED) is someone appointed to make medical and lifestyle decisions for you if you can no longer make your own (lose capacity).
Goods and equipment	Goods and equipment services can help you maintain your independence if you find it difficult to carry out day-to-day living activities. This may include items like grab rails, walkers, wheelchairs, tele-type equipment, oxygen, nebulisers.

GLOSSARY (H to T)

Home Care Packages	The types of services provided under a home care package will depend on your needs. There are four levels of home care packages designed to give the care needed: Level 1 supports people with basic-care needs; Level 2 supports people with low-level care needs. Level 3 supports people with intermediate-care needs; Level 4 supports people with high-level care needs
My Aged Care	My Aged Care is a national support service funded by the Australian Government. It is the starting point to getting help at home for an older person. Call weekdays 8am till 8pm, or Saturday 10am till 2pm on 1800 200 422 or visit www.myagedcare.gov.au/
Regional Assessment Service (RAS)	The My Aged Care Regional Assessment Service (RAS) is a national assessment workforce, operating at a regional level in all states and territories. The RAS will be responsible for conducting face-to-face assessments of older people seeking entry-level support at home, provided under the Commonwealth Home Support programme (CHSP).
National Relay Service	The National Relay Service allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls. Voice relay number 1300 555 727 . TTY number 133 677 . SMS relay number 0423 677 767 . Visit https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub
Residential aged care	If you receive personal and/or nursing care in a residential facility, as well as accommodation, you are in residential aged care. This type of care also includes: nursing and personal care staff, meals and cleaning services, furnishings, furniture and equipment.
Respite care	Respite care is also known as short-term care. It gives the carer the opportunity to attend to everyday activities and have a break from their caring role. Respite care may be given informally by friends, family or neighbours, or by formal respite services. Residential respite can be used on a planned or emergency basis by people with ACAT approval.
Service provider	A service provider is an organisation funded to provide aged care services to older people.
Translating and Interpreting Service	The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English. When you call TIS National you will be greeted by an English-speaking TIS National operator who will ask what language interpreter you need. Call 131 450 for a phone interpreter. Visit https://www.tisnational.gov.au/en/Non-English-speakers

DISCLAIMER

All of the content in this resource is for informational purposes only. It is not a substitute for advice provided by a doctor or other qualified health professional. The information in this resource is true and correct at time of publishing.

Carers NSW thanks the many carers involved in the development of this information for sharing their experiences and suggestions for the benefit of other carers.

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