

# **N.C. Nurse Aide I Curriculum**

## **MODULE P**

### **Family and Family Support**

# Objectives

- Describe the importance of family and family support to the resident.
- List measures that the nurse aide can do to support family members of residents.

# Family

A group of people related by blood, marriage, or a feeling of closeness



# Family Support



**Offers of encouragement, assurance, and sense of connection for the resident offered by blood relatives or group of individuals close to the resident**

# Family and Family Support – Importance



- Sense of connection
- Difficult decisions
- Gives assurance

# Family and Family Support – Importance

- Support and encouragement
- Helps meet needs
- Decreases loneliness
- Provides comfort, support, relief from loneliness, contact with familiar people and things, mental stimulation and reasons to live



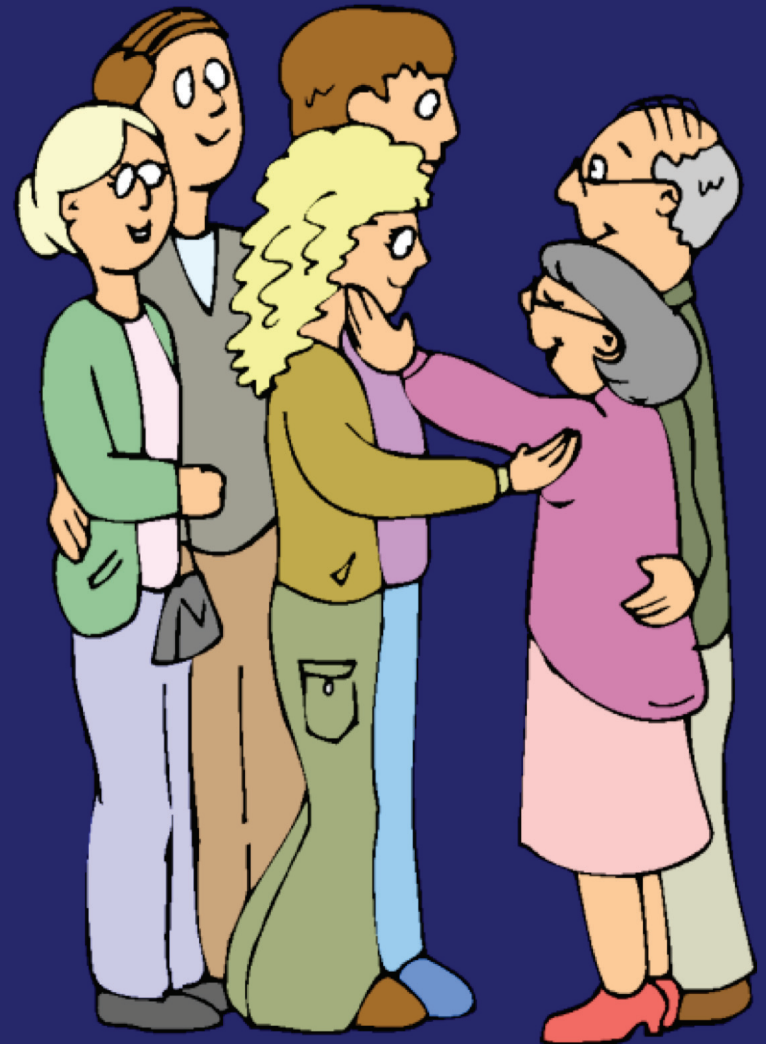
# Family and Family Support – Nurse Aide's Role



- Be respectful and kind to family
- Learn names
- Allow expressions of emotions
- Permit family to assist in care
- Include family in activities and dining

# Family and Family Support – Nurse Aide's Role

- Get to know family
- Get familiar routines
- Allow for privacy
- After family visit ends, observe effects
- Report negative effects to supervisor





# Family and Family Support – Nurse Aide's Role

- Incorporate and honor wishes
- Refer family concerns to nurse
- Serve as link

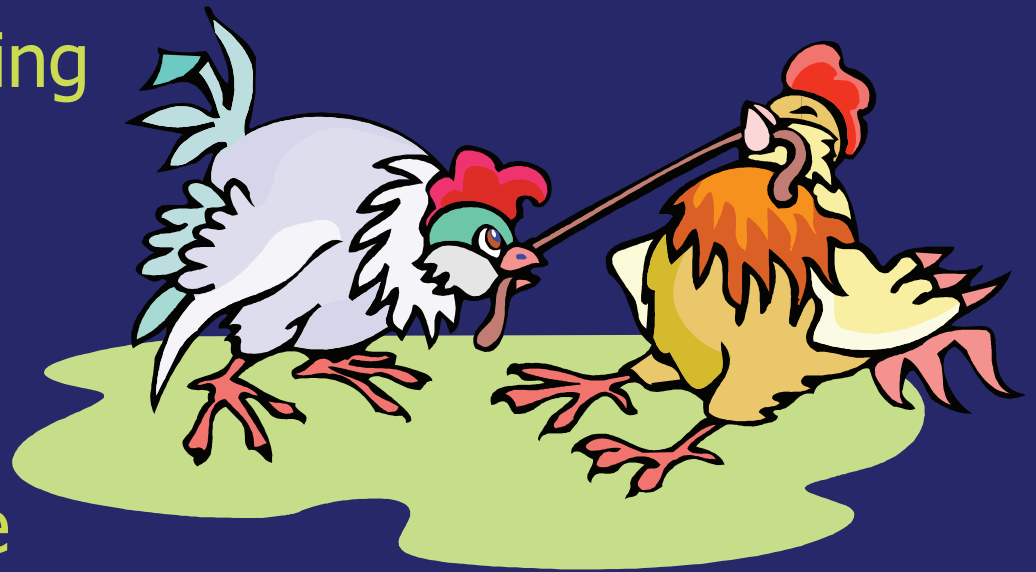


**Each resident's culture and family tradition is unique and may be different from nurse aide's**

# Family and Family Support – Nurse Aide's Role

**Avoid involvement in family affairs!!**

- Be tactful when asking family member to leave
- Answer questions honestly and refer health questions
- Let family know role is supported
- Build positive and trusting relationship



# Family and Family Support – Nurse Aide's Role

**Provide outside picnic areas,  
playground equipment, gardens**

- Include in care conferences
- Encourage to do personal grooming
- Provide area for parties
- Invite families to activities



# Family and Family Support – Nurse Aide's Role

- Encourage family to assist with feeding if appropriate
- Encourage family to bring foods or beverages for resident, if allowed
- Encourage time together
- Keep lines of communication open



**Understand that family and friends will do or say things to try and please the resident**

# Family and Family Support – Nurse Aide's Role



Use tact in dealing  
with family complaints  
and requests that you  
cannot honor



- Assist families to understand the facility
- Provide explanations or assist with questions
- Reassure family

**Remember...**

**A resident's  
family may  
not look like  
the nurse  
aide's  
definition of  
a family**



# The End