



P • S • N • O
• PERSONAL SUPPORT
NETWORK OF ONTARIO

Working with Informal Caregivers for Front Line Workers: Guidelines for Best Practices

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About PSNO



The Personal Support Network of Ontario is a division of OCSA which strives to help personal support service professionals carry out their work more effectively by offering access to information, resources and tools as well as providing opportunities to connect with a network of professionals in the field.

PSNO's vision is to build a strong, cooperative personal support service sector where providers, managers, trainers and employees are equal contributors to strengthening the profession.

Agenda



- **Understanding the Role and scope of practice of Personal Support Workers**
- **Understanding the Principles of Therapeutic Relationships**
- **Understanding the Role of Personal Support Workers in Therapeutic Relationships**
- **Phases of Therapeutic Relationships**
- **Strategies for Improving Communication in Therapeutic Relationships**
- **Discussion, Scenarios, Video Testimonials**

What and Who Determines What A PSW May Do



- Legislation
- Employer
- Training
- Current Experience



Many health professionals in Ontario are regulated under *Regulated Health Professions Act*

- Defines which professions are regulated
- 26 professions in Ontario
- Establishes controlled acts
- Criteria for exemption
- Sets out requirements for each profession's regulatory college



Professional regulatory colleges are responsible to set

- Practice standards
- Educational requirements
- Public information
- Complaint and disciplinary procedures

Personal Support Workers are *not regulated*

PSW Registry is coming.....

PSW Role & Accountability



- The *Regulated Health Professions Act* only identifies the acts that a non-regulated health professional (such as a PSW) *cannot* do - or can only do in specific circumstances
- Under Common Law, all PSWs must act responsibly and exercise *duty of care* in all acts
- There are also the ethical obligations to avoid harm and promote good

Scope of Practise



- **PSWs do what a person would do for him or herself if physically and/or cognitively able that are usually not controlled acts**



PSWs may perform controlled acts, only if

routine for the person
the employer permits, and
a specific training procedure is followed

What Do PSWs Do?



According to the Provincial Role Statement

- Depends upon the individual needs of each person you support
- Can include
 - Home management
 - Personal care
 - Family responsibilities (routine care giving to children)
 - Work, social and recreational activities

Work, Social & Recreational



- **The PSW's role includes assisting the person to participate in social and recreational events, including**
 - accompanying the person
 - assisting while there
- **A PSW may also support a person at the person's workplace**

Therapeutic Relationships



- **Therapeutic Relationship Philosophy**
- **Review Phases of the Therapeutic Relationship**
- **Review Phases of the Non Therapeutic relationship**



Philosophy



- The Caregiver/client relationship is established and maintained by the PSW through the use of knowledge, skill, caring attitudes and behaviors.
- The Caregiver/Client relationship is based on trust, respect, and understanding of the client. The therapeutic relationship requires the appropriate use of power.
- The Caregiver engages in reflective practice/self awareness.



Philosophy



- Establishment of a therapeutic relationship requires reflection of care. This concept includes the capacities of:
 - self knowledge,
 - awareness of boundaries,
 - limits of the professional/client relationship,
 - empathy,
 - self disclosure,
 - self awareness



Understanding the Role of Personal Support Workers in Therapeutic Relationships



Barriers



- PSWs struggle to understand their role
- Little common understanding of where the role is going
- Lack of appreciation for personal support services as essential to improving the quality of life for clients residents, and especially informal caregivers
- Lack of interdisciplinary collaborations, understanding of the expectations, trust

Therapeutic Relationships



- Highly intimate care
- Delicate balance between professional boundaries and fostering the therapeutic relationship between staff, client and caregivers
- Strong personal connection makes for better care, quality experience for clients

Therapeutic Relationships



Negative side:

- Strong relationships fosters dependency
- Lack of flexibility
- Frustration for client
- PSWs lack ongoing support to deal with boundary issues, grief and loss

Phases of the Therapeutic Relationship



- 5 Phases
 - Mutual Withdrawal
 - Grappling
 - Orientation
 - Working Phase
 - Resolution Phase



Mutual Withdrawal



- **Mutual withdrawal:**
 - Both client and caregivers avoid contact and appointments
 - The relationship is superficial conversation and lack of commitment



Grappling



- **Grapping:**
 - Both client and caregivers are frustrated try different approaches but don't get anywhere
 - Client and caregiver dread meetings



Orientation



Orientation:

- Both client and caregiver are engaged in learning about their roles
- The relationship is characterized by exploration of possible care plans and activities



Working Phase



Working phase: (Identification – Exploitation)

- Client working on being independent competent and developing new skills
- The caregiver assists with decreasing anxiety, meeting the client's needs as they arise and moving the client forward



Resolution



Resolution Phase:

- Client no longer needs support from the caregiver
- Client's moves toward new goals
- The helper connects the client's with community services and terminates relationship





Communication Strategies for PSWs that Strengthen Therapeutic Relationships

Communication Strategies for PSWs that Strengthen Therapeutic Relationships with Caregivers



- **Imagine how you would like a caregiver to treat a close relative and then model your behavior accordingly**
- **Introduce yourself by name (first name) and your role**
- **Use the client's preferred name**
- **Make eye contact, when culturally appropriate and be aware of your body language**
- **Recognize you are not there to replace the family**
- **Ask about the role the family wants you to play**
- **Understand they may have been told you can do things that you can't**
- **Ask your Supervisor for support explaining things to the family**

Communication Strategies for PSWs that Strengthen Therapeutic Relationships with clients



- Ask open-ended questions to encourage more than yes or no responses
- Listen actively and show interest in your clients
- Inquire into unusual comments or behaviours
- Understand your clients care needs and goals
- Provide sufficient information for clients to make choices and have realistic expectations
- Collaborate with clients to find best solutions to any problems
- Follow through on your clients commitments and notify clients of any changes in routine
- Reflect regularly on how your clients perceive you

Ideas to improve the client and caregiver experience



- More time for reflective practice
- More training in therapeutic relationships and communication
- Invitation to participate/inclusion as part of the team
- Deeper understanding of their role and role boundaries
- Support for grief and loss

Supporting PSWs



How you can help:

- Leadership to make change happen
- Recognition/awareness of the role and contribution to caregiver support
- Provider more education and training on how to deal with caregivers and families
- Families need more education to understand what is happening

Video testimonials



- Keeping the home in Home Care
- *Keeping the 'home' in home care* is a research project is funded by [Saint Elizabeth Health Care's \(SEHC\) Care to Know Centre](#) and the [Canadian Health Services Research Foundation](#). The goal of the project is to improve home care clients' experience of personal support services.

<http://vimeo.com/15889434>

<http://paulholyoke.ca/?p=264>

Test Your Knowledge of Professional Boundaries



Josie works in the community and had provided care to Mrs. Zakia for several years until another agency took over the care. Josie still keeps in contact with Mrs. Zakia and visits occasionally because she feels that Mrs. Zakia is very isolated without regular caregiver support. During these visits, Josie criticizes the care that Mrs. Zakia's new care giver Hanna, is providing. This upsets Mrs. Zakia, leading her to check with the doctor and her case manager several times. Each time Hanna's care is found completely satisfactory. Mrs. Zakia has mentioned to Josie that while she appreciates her visits, Josie does not have to "check up" on her so frequently.



- **Has Josie crossed a professional boundary in this situation?**

Yes Josie is abusing the power inherent in the therapeutic relationship

No Josie is simply acting as a friend to Mrs. Zakia

What would you do in dealing with this situation?

Questions and Discussion



Resources



- 1. Caregiver support best practice guideline, VON 2004**
http://www.von.ca/english/Caregiving/CaregiverManual/Guideline/CaregManual_Guidelines.pdf
- 2. Centre for Addiction and Mental Health Family Centred Care Initiative**
"Putting Family Centred Care Philosophy into Practice" and Caring Together"
http://www.camh.net/Care_Treatment/Community_and_social_supports/Social
- 3. Canadian Mental Health Association, 2002 Supporting Seniors Mental Health through Home Care**
http://www.cmha.ca/data/1/rec_docs/158_smhhc_polguide.pdf
- 4. Alzheimer's Society of Canada, 2011 "Guidelines for Care: Person-centred care of people with dementia living in care homes,"**
<http://www.alzheimer.ca/english/care/guidelines-care-intro.htm>.
- 5. Saint Elizabeth Health Care, caretoknow centre, <http://www.caretoknow.org/>**



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