

CHCCCS002

Assist with movement

Release 1



Learner guide

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Aspire Version 1.1



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Before you begin

This learner guide is based on the unit of competency *CHCCCS002 Assist with movement*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Icon	Feature	How you can use each feature
	Learning content	▶ Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
	Examples	▶ These highlight key learning points and provide realistic examples of workplace situations.
	Practice tasks	▶ Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.
	Summaries	▶ Key learning points are provided at the end of each topic.
	Learning checkpoints	▶ There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.

Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

Foundation skill area	Foundation skill description
Learning	<ul style="list-style-type: none"> ▶ Understanding your job role, organisational procedures and legal responsibilities ▶ Managing your work and seeing how well you are going ▶ Making goals for yourself at work ▶ Seeking professional development opportunities for continuous improvement
Reading	<ul style="list-style-type: none"> ▶ Understanding how documents are presented and being able to navigate through documents ▶ Understanding industry- and job-specific terminology ▶ Interpreting key information in relevant documents ▶ Understanding routine workplace checklists and documentation
Writing	<ul style="list-style-type: none"> ▶ Planning, drafting and writing reports and documents ▶ Communicating through written letters, email and online ▶ Recording progress; reporting incidents
Oral communication	<ul style="list-style-type: none"> ▶ Clarifying instructions ▶ Providing information ▶ Supporting others through encouragement, negotiation and conflict resolution ▶ Using body language to model desired behaviour and responding to others' body language
Numeracy	<ul style="list-style-type: none"> ▶ Calculating costs, weights, measurements of height and distance ▶ Interpreting measurements
Teamwork	<ul style="list-style-type: none"> ▶ Working well with other people by cooperating, collaborating, encouraging and building rapport
Planning and organising	<ul style="list-style-type: none"> ▶ Planning your workload and commitments ▶ Implementing tasks ▶ Completing work on time ▶ Knowing how to deal with hazards and risks
Making decisions	<ul style="list-style-type: none"> ▶ Understanding and applying decision-making processes ▶ Reviewing the impact of your decisions
Problem-solving	<ul style="list-style-type: none"> ▶ Identifying problems ▶ Working out how to fix a problem using problem-solving processes. Reviewing the outcome
Innovation and creation	<ul style="list-style-type: none"> ▶ Recognising opportunities to develop and apply new ideas ▶ Generating ideas by thinking of new ways to do something ▶ Making suggestions to improve work

Foundation skill area	Foundation skill description
Technology and digital literacy	<ul style="list-style-type: none"> ▶ Efficiently using digitally based technologies and systems correctly and safely ▶ Accessing, organising and presenting information ▶ Using equipment correctly and safely

What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcomes	Rate your confidence in each section
Topic 1 Prepare to assist a person with movement	1A Confirm movement requirements and risks	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Prepare equipment and the environment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Explain and confirm the movement procedure	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1D Follow safe work practices	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2 Assist with movement	2A Carry out movements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Ensure client safety and comfort	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Maintain communication with client	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3 Complete assistance with movement	3A Return and clean equipment	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Complete reporting requirements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



Topic 1

In this topic, you will learn how to:

- 1A Confirm movement requirements and risks**
- 1B Prepare equipment and the environment**
- 1C Explain and confirm the movement procedure**
- 1D Follow safe work practices**

Prepare to assist a person with movement

Confirming the requirements and risk factors for assisting a person with movement will ensure you complete the task safely.

A key requirement of your role involves preparing to assist a person with movement. Thorough preparation helps reduce risks and hazards in the workplace, and this action promotes not only your safety but the safety of the client. By taking the time to prepare equipment and the environment, you will better understand the requirements of a task in order to effectively follow safe work practices.

1A Confirm movement requirements and risks

Clients living under a service-based care arrangement may require assistance with basic physical movement.

Clients may have limited independence and capacity to move themselves due to a disability, injury, illness or age-related condition. Physical movement assistance may involve helping a client move from one part of a facility to another, such as from their bed to the shower.

Engage with key personnel

It is important to ask questions to confirm the key requirements of the movement task with the client.

It is always a good idea to identify the key personnel who may be able to provide insight about a client's needs and the risks associated with carrying out a particular task. This might include:

- ▶ the client who requires assistance
- ▶ family members of the client
- ▶ organisational staff, such as nurses working at the care facility.

To ensure clients are assisted in accordance with their individual care plans, you will need to identify a number of risk factors that impact on the task; you may even work with key personnel, including the client, to develop a safe plan.

First, you need to confirm the key requirements and risks. A good starting point is engaging in meaningful conversations with key people to gather good information about the client's needs. This will help you determine the issues that may impact your health and safety as well as your client's.

This is why effective communication is essential: it establishes the key requirements of a task and builds trusting relationships.

Key requirements to confirm with the client	
Mobility status	Personal capabilities and limitations of the client to complete movements with or without assistance.
Weightbearing and surgical orders	Specific orders from allied health professionals about restrictions on weightbearing activities.
Cognitive status	Level of attentiveness, response times, balance and neurological muscular function.

When preparing to assist a client with movement, you need to confirm information about the task with the key personnel.

Purpose

The reason why the person needs to move from one location or position to another. This may be due to discomfort, injury, as part of a rehabilitation program or to access a facility, such as a shower or toilet.

Mode of movement

The specific type of movement that you need to assist the client with, such as helping a client from a standing to a seated position.

Equipment

Types of equipment needed, such as a wheelchair, walking trolley, bed, cot, mechanical lifter or hoist.

Individualised care plan

The client will have a personal care plan that will explain how they prefer to be assisted with a range of movements. The care plan may also explain injuries, conditions and preferences that you must follow. Other unique requirements described in the care plan can include how to address the client during the movement task.

Documentation requirements

When assisting a person with movement, you will need to complete a report to document what has been completed. This may include a sign-out (client release) or sign-in process and other administration requirements.

Work health and safety requirements

Assisting a client with movement is a hazardous manual handling task that can be harmful if done incorrectly.

There are several work health and safety (WHS) considerations you need to take when it comes to working with clients in the aged care, health, community support and disability services sectors.

Manual handling refers to an action that requires a person to lift, carry, move, push or pull a person or an item. Manually handling people requires you to use some degree of force to lift, hold and lower people; at times, this means you may have to bear a large amount of weight using awkward and sustained postures.

In almost all circumstances, bearing the full weight of a person is not recommended due to the high risk of injury. You will need to talk directly with clients, carers and organisational staff to plan for the risks associated with assisting a client with movement. This may include consulting organisational policies and procedures on lifting policies.

Furthermore, it is your responsibility to confirm the equipment needed for a task, inspect the environment where the task is to be carried out and read the individualised care plan.

You will also need to consider the client's characteristics. This includes their:

- ▶ body weight and height
- ▶ lack of strength and balance
- ▶ medical and health conditions
- ▶ lack of willingness and capacity to assist
- ▶ poor communication skills.

Where possible, ask questions to gather as much information as possible to ensure you understand the risks of injury or illness. This will promote not only your health, but you client's as well. Some common risks associated with handling a client include:

- ▶ contracting an infectious disease through skin contact, bodily fluids or airborne contaminants
- ▶ musculoskeletal disorders
- ▶ soft tissue injuries
- ▶ cuts and lacerations from misuse of equipment or poor functioning lifting aids.

Workplace policies and procedures are designed to reduce these risks, and training provides an opportunity to practice correct lifting techniques. Movement procedures are the instructions a support worker must follow to complete a task safely and effectively. These not only save you time, but they protect you and your client from injury and illness.

Legal and ethical considerations

There a number of legal and ethical considerations that you need to be aware of when preparing to move clients.

Your responsibilities under each key requirement are explained in the table below:

Duty of care	<ul style="list-style-type: none"> ▶ Duty of care describes the legal obligation that individuals and organisations must anticipate and act on possible causes of injury and illness that may exist in their work environment. ▶ It is common law and requires you to do what is fair and reasonable to prevent harm or injury to the person or their property. ▶ Workers must take reasonable care to avoid acts or omissions that may cause foreseeable harm to any person.
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<p>Privacy, confidentiality and disclosure</p>	<ul style="list-style-type: none"> ▶ Organisations and workers must protect all personal and sensitive information about clients and staff from loss, theft, damage and unauthorised access. This applies to both written and verbal information. ▶ Privacy laws require that organisations have valid reasons for collecting, storing and disseminating information about individuals. ▶ There are guidelines on how long files and records are permitted to be stored. ▶ When discussing a client's movement needs, always maintain their privacy. You must seek permission or inform them if you will be sharing their health information with another person, such as an AHP. If clients are unable to provide permission to share their health information, they may appoint a power of attorney and/or medical power of attorney. ▶ A breach of a client's confidentiality is a serious offence.
<p>Work health and safety, including manual handling</p>	<ul style="list-style-type: none"> ▶ Manual handling refers to an action that requires a person to lift, carry, move, push or pull an item or person. ▶ Individual support workers are at a high-risk of musculoskeletal injury caused by lifting a weight too heavy or moving it incorrectly. Workplace policies and procedures are designed to reduce these risks, and training provides an opportunity to practice lifting correctly. ▶ Safe lifting practices involve the use of mechanical aids and assistance from staff members to ensure proper manual handling techniques. ▶ Workplace policies will prohibit workers from bearing the full weight of another person under most circumstances, exceptions apply if a person is a child or if there is a life-threatening situation.
<p>Ethical considerations</p>	<ul style="list-style-type: none"> ▶ Ethics are the moral principles that guide a person's behaviour. ▶ They apply to all decisions, actions and interactions within an organisation. ▶ Examples of ethical decisions include: <ul style="list-style-type: none"> – accurately reporting on issues, including mistakes made – showing integrity and honesty when explaining information to clients – upholding the values and policies of the organisation – maintaining confidentiality of personal and sensitive information – declaring all offers, gifts and gratuities from clients.

You can source online information about the legal and ethical requirements for moving clients from the following sources:

- ▶ **Safe Work Australia:** aspirelr.link/safeworkaustralia
- ▶ **Business Australia:** aspirelr.link/business
- ▶ **Office of the Australian Information Commissioner:** aspirelr.link/oaic

Example	Extract from an Individual Care Plan		
	Client name:	Sharon Metcalfe	
	Patient need:	The client has level 2 obesity, is unable to maintain her personal hygiene independently and is restricted in her ability to shower herself safely.	
	Purpose of the plan:	Provide physical assistance, supervision or aides to ensure the client maintains a standard of personal hygiene, health and comfort.	
	Interventions Required for the Client		
	Day/Time	Interventions	Support Worker Check
	8.30–9.30am Mon, Wed and Fri	Assist client in moving from to the shower area using manual handling aids.	
	8.30–9.30am Mon, Wed and Fri	Undress the client, preferable in the showering chair and while using the hoist.	
	8.30–9.30 am Mon, Wed and Fri	Manually assist the client into the shower.	
	8.30–9.30 am Mon, Wed and Fri	Wash and inspect the client’s feet, legs, torso, back, face and hair using the flannel, water and soap and encourage the client to self-wash where possible.	
8.30–9.30 am Mon, Wed and Fri	Dry the client and manually assist the client to re-dress using hoist.		
8.30–9.30 am Mon, Wed and Fri	Hoist the client into the chair or bed, as per their request.		



Practice task 1

Question 1

What information do you need to confirm with clients before moving them to their destination? Tick all that apply.

- When the client needs to arrive at their destination
- The location or site where the client needs to go
- A daily meal plan for the client
- How the client needs or prefers to be relocated to their destination
- The amount you are being paid per kilometre for the job task

Question 2

Which of the following statements relate to your responsibilities under the work health and safety laws? Tick all that apply.

- Maintaining the privacy of client personal information
- Using the correct manual handling technique when lifting clients
- Ensuring the safety of clients, so far as is reasonably practicable
- Ensuring the basic human rights of clients

Question 3

List **three** common risks associated with moving clients.

1B Prepare equipment and the environment

Providing physical assistance to help a client move can be a high-risk task that can lead to a range of injuries.

To reduce the risks associated with providing physical assistance, you should always use manual handling equipment and abide by organisational policies and procedures. Where possible, manual lifting should be avoided altogether; of course, some exceptions apply, such as if the client is in a life-threatening situation.

You may also need to organise different types of equipment to achieve different outcomes. Each item will need to be checked to ensure it is in good working condition and suitable for the task.

Types of equipment

The types of equipment that you may need will vary based on the client's needs and the purpose of the task.

When preparing to assist clients with movement, the equipment you select must be thoroughly checked and prepared to ensure it is clean, safe and suitable for the task.

It is also a good idea to identify the recommended load bearing weight of the equipment to ensure it will safely support the person you are planning to carry.

Equipment needs to be sanitised between uses to remove any bodily fluids, stains, dust and bacteria, using disposable wipes, gloves and approved cleaning chemicals.

Here are some examples of common equipment that you may need to organise when assisting clients with movement:

Equipment type	Purpose	Performance checks
Wheelchair	<ul style="list-style-type: none"> ▶ Used to assist clients who are unable to walk or stand unassisted due to illness, injury, weight or disability ▶ The client sits on the chair and is pushed, or propels themselves, manually by turning the wheels ▶ Some wheelchairs propel a client forward using a powered engine. 	<ul style="list-style-type: none"> ▶ Inspect wheels, seats, frames and handles for rust, cracks and splits ▶ Tyre pressure is within manufacturer's limits ▶ The wheelchair folds or collapses freely ▶ Wheels are free spinning and spokes are not loose or broken ▶ Footrests are adjustable ▶ Handle grips are secure

<p>Stretcher/cot</p>	<ul style="list-style-type: none"> ▶ Used for moving injured or ill clients who cannot sit, stand or walk unassisted ▶ The stretcher is propelled by at least one person and must be lifted by two or more people ▶ Commonly used to relocate clients from one part of a building to another 	<ul style="list-style-type: none"> ▶ Inspect the mattress, wheels, side rails and frame for general wear and tear ▶ Brakes are working correctly ▶ Electronic functions and levers are working correctly to their full range of motion ▶ Tyre pressure is within manufacturer's limits
<p>Crutches</p>	<ul style="list-style-type: none"> ▶ Used by clients who are unable to walk fully due to an injury to their legs or trunk region ▶ Crutches can be grouped according to a standard axillary (underarm), elbow extension or loft strand (forearm) crutch. ▶ They come with features, such as handgrips, armpit or forearm cuff, push buttons to adjust the height, and a rubber stop on the base for stability and grip 	<ul style="list-style-type: none"> ▶ Inspect the condition of the rubber stops and padded supports for wear and tear ▶ Check for loose nuts, bolts or other parts ▶ Inspect the frame for cracks or rusting ▶ Check heights are suitable for the client and adjust if needed
<p>Trolley walker</p>	<ul style="list-style-type: none"> ▶ Used to assist clients who are unable to walk due to illness, injury, weight or disability ▶ They come with features such as castor wheels, a hand brake, a basket shelf for property or oxygen, a table pad for sitting and a forearm pad for resting in an upright position ▶ The client manoeuvres the trolley using their arms and legs 	<ul style="list-style-type: none"> ▶ Inspect support bars, wheels, seats, frames and handles for rust, cracks and splits – including support bars, wheels, seats, frames and handles ▶ Tyre pressure is within manufacturer's limits ▶ Check the equipment folds or collapses freely ▶ Check brakes are working correctly
<p>Bed</p>	<ul style="list-style-type: none"> ▶ Similar to a stretcher, the bed is used to relocate clients who are injured, ill or otherwise unable to sit, stand or walk without assistance ▶ Clients are commonly relocated around various parts of a building, such as a hospital, health clinic or as part of an in-home care arrangement 	<ul style="list-style-type: none"> ▶ Inspect the mattress, wheels, side rails and frame for damage ▶ Tyre pressure is within manufacturer's limits ▶ Brakes are working correctly ▶ Electronic functions and levers are working correctly

If you identify a hazard with manual handling equipment that may cause harm to yourself or your client, you must perform the following steps:

- ▶ Place the equipment away from the general work areas.
- ▶ Place a chain, sign or lock around the equipment to tag out the item.
- ▶ Record the problem in the maintenance logbook.
- ▶ Report the problem to a supervisor.

Never attempt to use faulty equipment as it may cause a safety incident.

Example

Check mobility equipment

Mary works for Home Care Services as a support worker. She is preparing to relocate her client, Zoe, from her podiatrist appointment back to her home. Zoe is a paraplegic as a result of a bicycle accident that occurred some years ago and has lost all feeling in her legs. As a result, Zoe is wheelchair bound and uses an electric powered machine.

Mary is planning to use the wheelchair at the clinic to move Zoe from the clinic to the company vehicle. The receptionist at the podiatrist sees Mary about to inspect the wheelchair and tells her that she uses it most days and it should be okay.

Mary remembers her company policy on the safe movement of clients from her induction training and recalls that she has a duty of care to ensure the safety of the client. Mary therefore decides to conduct a thorough inspection of the wheelchair to ensure it is safe to move Zoe to the vehicle.

As part of the inspection process, Mary checks the tyre pressure and notices that one of the tyres is almost flat and the spokes are cracked on one side. Mary reports the issue to the receptionist and asks for another wheelchair to assist with relocating Zoe to the car.

By inspecting the wheelchair and reporting the issue to the receptionist, Zoe has upheld her duty of care, prevented a potential incident, and protected the health and safety of the client and herself.

Environmental checks

The environment you work in must be inspected to identify any safety hazards and risks.

An environmental hazard is a source of danger within the working area that could cause a person harm. These hazards have various degrees of risk based on the likelihood and consequences of harm that may occur.

For clients unable to walk without assistance, you need to inspect the route to determine if any disability aids, such as handrails, ramps and elevators, exist. It's also important to check the route is appropriate for the gait aids being used. If a residence or building is not custom fitted with these types of equipment, you will need determine suitable entry and exit points.

When you identify a hazard, it is your responsibility to take action and eliminate them where possible. Some actions may include the following:

Hazard	Steps to manage the hazard and prepare the environment
Slippery surfaces	<ul style="list-style-type: none"> ▶ Mop/clean up the area to remove water and other materials and inspect the surface to ensure it is safe.
Steps and kerbs	<ul style="list-style-type: none"> ▶ Highlight and discuss the hazard with the client and agree on a suitable movement strategy. ▶ Confirm they are comfortable with the procedure.
Uneven and unstable surfaces	<ul style="list-style-type: none"> ▶ Move and relocate the client away from the hazardous surfaces where possible. ▶ Show and explain the hazards with the client and agree on a suitable movement strategy.
Trip hazards	<ul style="list-style-type: none"> ▶ Relocate the obstacles out of the area where possible to provide a clear pathway to the set-down point. ▶ If unable to move the objects, highlight the hazards with the client to ensure they are aware of the obstacles.
Poor lighting	<ul style="list-style-type: none"> ▶ Highlight and discuss the hazards with the client and agree on a suitable movement strategy. ▶ Provide an alternative light source. ▶ Confirm their comfort and safety to proceed with the task.
Extreme temperatures	<ul style="list-style-type: none"> ▶ Discuss the issue with the client and confirm their comfort and safety to proceed with the task. ▶ Ensure suitable clothing and footwear.
Noisy areas	<ul style="list-style-type: none"> ▶ Agree on the movement procedure in a quiet location and discuss non-verbal cues that can be used during the movement task. ▶ Confirm their understanding of the procedure before starting the task.
Environmental distractions	<ul style="list-style-type: none"> ▶ Wait for the distractions to pass before moving the client. ▶ If this is not possible, discuss the issues with the client and confirm their understanding of the procedure before starting the task.



Practice task 2

Question 1

Draw a line to match each of the following types of manual lifting and movement equipment with their correct descriptions.

- | | |
|------------------|--|
| * Stretcher/cot | * Used to assist clients who are unable to walk unassisted due to illness, injury, weight or disability |
| * Bed | * Used by clients who are unable to walk unassisted due to an injury to their legs or trunk region |
| * Crutches | * Used to assist clients who are unable to walk or stand unassisted due to illness, injury, weight or disability |
| * Trolley walker | * Similar to a stretcher and used to relocate clients who are injured, ill or otherwise unable to sit, stand and walk without assistance |
| * Wheelchair | * Used for moving injured or ill clients who cannot sit-up, stand or walk unassisted, and therefore need to be placed in the supine position |

Question 2

Which of the following checks do you need to complete when preparing mobility equipment? Tick all that apply.

- Tyre pressure is within the manufacturer's limits
- The item is made in Australia
- Brakes are functioning correctly
- Electronic functions and levers are working correctly

Question 3

Number the following steps in their correct order to identify how to manage equipment hazards.

Report the problem to a supervisor.

Place a chain or sign around the equipment to tag out the item.

Place the equipment away from the general work areas.

Record the problem in the maintenance logbook.

1C Explain and confirm the movement procedure

Communicating effectively is a key skill in the aged care, health, community support and disability services sectors.

Great communication helps you to deliver a high standard of service to your clients on behalf of your organisation. When preparing to assist clients with a relocation task, you will need to explain the procedure that you plan to follow and confirm their understanding. Following this, you will need to check if the client has any questions that you can answer. Being diligent in this regard will help to foster strong relationships with clients, carers and other staff.

Client movement procedures

Each organisation will have procedures outlining how clients are to be physically moved in a range of situations.

Client movement procedures are set out to ensure the tasks are performed safely and to the right legal and ethical standards.

Organisational procedures will outline:

- ▶ identifying and managing hazards and risks
- ▶ client communication and consultation requirements
- ▶ how clients are to be assisted for a range of tasks
- ▶ client safety requirements
- ▶ documentation and reporting requirements
- ▶ rights and responsibilities of clients and workers.

Communicate movement requirements and answer questions

The successful movement and relocation of a client depends on their willingness and ability to cooperate.

It is important to explain the movement procedure to the client so they are aware of the task that is to be performed. This is also a good opportunity to inform them of their role in executing the task safely. Open communication also allows the client to ask questions about the procedure.

Simply put, effective communication involves sharing useful information clearly. It also promotes a level of understanding that promotes collaboration.

There are a range of communication techniques you can practise in your role:

Be intentional with verbal cues

The way you speak provides insight about your emotional state. Your tone, pitch, volume, inflection, rhythm and rate of speech may affect how you are interpreted.

Think about how you use your voice when you express sarcasm, anger, affection, fear, happiness or confidence. For example:

- ▶ a flat tone may indicate that the person would rather be elsewhere
- ▶ an abrupt tone may indicate irritation
- ▶ a high pitch can indicate nervousness, excitement, fear or anger
- ▶ a low pitch can indicate despair, sadness or loneliness.

A loud voice can indicate anger or aggression.

Check your body language

Effective communication occurs when the meaning of a message reaches the receiver.

Your body language will give others an indication of what you are thinking, how you are feeling and your level of confidence in your job. Body language includes:

- ▶ giving good eye contact when speaking and listening
- ▶ nodding when the other person is speaking
- ▶ staying in a relaxed but healthy posture
- ▶ respecting the other person's personal space.

Ask questions

Questions help ascertain how to best assist a person with their movement needs. Obscure questions may result in incomplete information, which could mean a person receives inadequate support.

Open questions are used to encourage the other person to speak. These questions often start with the words what, why, when and who.

For example:

- ▶ Where do you need to be relocated to?
- ▶ What time do you need to arrive at the hospital?
- ▶ Which ward do you need to go to?

Closed questions are used to obtain 'yes' or 'no' answers and to confirm key details in the conversation if necessary. For instance, to narrow down on a particular point the person has made that needs more clarification.

For example:

- ▶ Do you need assistance getting out from your wheelchair?
- ▶ Can I assist you in standing up to access your crutches?

A person's responses to your questions reflect their understanding of what you're asking them.

<p>Actively listen</p>	<p>Communication is a two-way process.</p> <p>Active listening means listening with the intent of doing something with the information you receive. It involves actively interpreting the information being communicated and participating in the conversation.</p> <p>For example:</p> <ul style="list-style-type: none"> ▶ stop what you are doing and focus on the person speaking ▶ use empathy to look at the situation from the other person's perspective ▶ eliminate or reduce any barriers or distractions ▶ focus on the person speaking ▶ ask questions to clarify and confirm your understanding.
<p>Answer questions</p>	<p>When a client asks a question, answer them directly and truthfully. Provide them with only the information they need and check that they have understood you before moving on.</p> <p>Show positive body language when listening to and answering questions; this includes consistent eye contact, facing the person and giving them your full attention. This shows that you value the person.</p>

Consent

When explaining a movement procedure with a client, you must gain their verbal or written consent before proceeding with the task.

In some cases, clients may offer you their consent during the conversation by saying statements such as 'Yes, that sounds good to me', or 'I'm happy with that procedure, let's do it'.

If a client does not willingly offer their consent, you may need to ask a specific question, such as:

- ▶ 'Are you comfortable with this procedure?'
- ▶ 'Would you like me to proceed?'

If a client does not give consent, and they object to the movement procedure, you must refrain from proceeding with the task.

Of course, exceptions apply. For example, you may have been instructed by emergency services personnel to protect the client from serious harm. Remember, some patients may have a severe disability, like dementia, and consent is not always possible. Always check with your supervisor if you're unsure before you begin moving a patient.

However, under most circumstances, forcing a client to do something against their will is a breach of their basic human rights. It also likely violates your legal and ethical obligations, and you may be prosecuted.

Example**Client movement policy and procedures**

Home Care Services specialises in helping clients living with a disability. Support workers are required to assist clients with basic movement within their homes, in order to relocate them to local hospitals and clinics for their appointments.

Under the state WHS Act, Home Care and its staff have a duty of care to ensure the safety of workers, clients and others impacted by the business.

To help staff assist clients safely, Home Care has developed a client movement policy and procedure. The document sets out the responsibilities of all staff to ensure the health and safety of all workers and clients during movement tasks. The policy also outlines the responsibilities and limitations of support workers and defines the scope of the job role. The document also lists all the available resources and processes to help employees comply with their duty of care under the Act.

The client movement procedures outline how the policy will be implemented by support workers.

**Practice task 3****Question 1**

List **three** principles you need to apply when talking with clients about movement procedures.

Question 2

List **three** topics you need to follow in your workplace client movement procedures.

Question 3

Why is it important to communicate proposed movement procedures to clients? Tick all that apply.

- All parties are aware of the process and understand what to expect.
- It is an important part of maintaining the privacy and confidentiality of the client's personal information.
- It gives the client an opportunity to ask any questions that they may have about the process.
- Your supervisor likes to know that you are doing your job correctly and promoting the organisation in a positive light.

1D Follow safe work practices

Preparation ensures clients are assisted with their movement needs in a safe manner.

Good preparation means understanding your workplace procedures. It involves planning for the safety of the client as well as identifying hazards and risks. Safe work practices include:

- ▶ following workplace policies and procedures for moving clients
- ▶ using safe lifting techniques
- ▶ correctly using manual handling and lifting equipment
- ▶ using personal protective equipment (PPE)
- ▶ reporting any hazards and risks associated with a task.

Work safety requirements

Manually handling people can injure support workers and clients if not done carefully.

To reduce risks, every person involved in an organisation has an important role to play. The model WHS laws state that the person conducting the business or undertaking (PCBU) is primarily responsible for ensuring the health and safety of the workforce. Their conduct is bound by state and territory WHS laws so far as is reasonably practicable.

PCBUs have many key responsibilities under the model WHS laws:

- ▶ Manage risks to health and safety.
- ▶ Provide sufficient information, training, instruction and supervision to ensure people are protected from harm.
- ▶ Provide safe methods for completing work tasks.
- ▶ Provide suitable washing, cleaning, toilet, meal and first aid facilities for workers.
- ▶ Provide safe tools, equipment, systems and other resources.
- ▶ Monitor the environment to ensure hazards and risks are controlled.
- ▶ Promote and maintain the health, safety and welfare of people at work.
- ▶ Protect people at work from injury and illness, including psychological injury.
- ▶ Protect the health and safety of the public in workplaces.
- ▶ Consult with workers and encourage participation in maintaining WHS standards in the workplace.

Duties of workers

Workers are legally required to ensure their actions or omissions don't affect their own health and safety or the health and safety of others.

An action is something a person does. An omission is something a person does not do. Though you may think only actions have consequences, failing to do something also can have significant ramifications. For example, not following a client movement procedure may lead to a serious injury to yourself or the client.

Broadly speaking, support workers have a responsibility to:

- ▶ take reasonable care for their own safety
- ▶ take reasonable care for the safety of others
- ▶ follow the instructions of their employer or supervisor
- ▶ follow the correct workplace policies or procedures
- ▶ use employer provided personal protective equipment (PPE) where required
- ▶ use all materials and equipment safely
- ▶ take good care of the equipment supplied by the employer
- ▶ report any hazards and incidents to the employer or supervisor.

Responsibilities of clients

Clients have a duty to ensure they do not harm others; this includes workers, other clients and themselves.

Under the WHS laws, clients are legally required to:

- ▶ take care of their own health and safety
- ▶ act in a manner that does not compromise the health and safety others
- ▶ follow reasonable instructions from workers and other relevant personnel, including any agreed instructions described in an individualised care plan.

Fines and penalties can apply to clients who do not meet these duties under the WHS laws.

It is the responsibility of support workers to inform clients of their personal duties in order to maintain a safe working environment. However, before you carry out a task, make sure you confirm the client understands and accepts their responsibilities.

Duty of Care

Duty of care is one of the most important principles you need to understand.

Under the model WHS laws, support workers have a duty of care to:

- ▶ recognise hazards in the workplace
- ▶ take reasonable steps to eliminate or minimise the harm that may arise from hazards.

In other words, you have a part to play to help keep your work environment safe for everyone. Not only do you need to be aware of the things around you that can cause harm, you must remove or reduce the harm these issues may cause to clients and other staff. Remember, under WHS laws, severe penalties apply if you ignore a hazard, policy or instruction that leads to an incident.

The following table explains some key concerns that you need to consider when preparing to move and relocate a client:

<p>Manual handling equipment</p>	<ul style="list-style-type: none"> ▶ The type of manual handling equipment to be used is suitable for the task. ▶ The equipment is available when needed. ▶ The equipment is safe and in optimal working condition. ▶ You are trained and competent in using the equipment safely.
<p>The route and set-down point</p>	<ul style="list-style-type: none"> ▶ The travel route to the set-down point is clear and pathways are accessible. ▶ The route is constantly reassessed with the client to mitigate harm.
<p>Information and documentation</p>	<ul style="list-style-type: none"> ▶ You have the required individualised care plan that explains the unique needs of the client. ▶ You have any additional documentation and information that explains the tasks that need to be completed.
<p>Personal and health needs</p>	<ul style="list-style-type: none"> ▶ The client’s personal needs are considered, including their: <ul style="list-style-type: none"> – nutrition – hydration – medical requirements – unique safety needs.

Example

Following workplace procedures

Jenny works in an aged care facility and helps clients get to their appointments. Many of the clients have an individualised care plan that tells the staff the safety requirements for assisting their movements, as well as other key movements that cannot be performed without assistance.

While Jenny was preparing to move a client from their bed into a wheelchair, her colleague, Cindy, suggested a better way to assist the client. Cindy said she had years of experience and told Jenny there was no need to refer to the client’s care plan.

Jenny politely refused Cindy’s help, advising her that she had been trained to follow the procedures in the client movement policy and the individual care plans.

Jenny discussed the issue with her supervisor, Emilia, who supported her decision. Emilia told Jenny that if she had not followed the policies and procedures, she would be breaching her duty of care.





Practice task 4

Question 1

What legal duties must support workers adhere to? Tick all that apply.

- Take reasonable care for their own safety and the safety of others.
- Follow the correct workplace policies or procedures regarding health and safety.
- Use employer provided personal protective equipment (PPE) correctly.
- Disclose details of their income if asked.
- Maintain personal dress standards.
- Report any hazards and incidents to the employer or a supervisor.

Question 2

List **four** things you need to consider when preparing to move a client.



Summary

- ▶ Engage in meaningful conversations with the client and other key people to gather information about the client's needs.
- ▶ Plan the movement task by identifying safety risks and client needs.
- ▶ Refer to the client's individualised care plan before undertaking a task.
- ▶ Inspect equipment and the environment to minimise hazards and risks.
- ▶ Prepare and inspect manual lifting aids to ensure they are safe and appropriate for the task.
- ▶ Consider your legal and ethical responsibilities under the WHS laws to ensure the rights of clients are upheld.
- ▶ Explain the proposed movement procedure to the client and confirm they understand.
- ▶ Seek the consent of the client before attempting to carry out the task.
- ▶ Eliminate and report any safety hazards relating to mobility and other types of equipment.
- ▶ Always follow your workplace policy and procedures.



Learning checkpoint 1

Prepare to move a client

Part A

1. How can you effectively communicate movement requirements with clients, carers and organisational staff? Tick all that apply

- Be intentional with your verbal cues, and listen to the responses of your client.
- Check your body language.
- Use terms that only you can understand.
- Answer any questions people may have.
- Seek consent from the client.

2. You have been asked to assist with relocating an aged care client. Identify and describe **four** pieces of information you should gather to safely provide the required support.

3. List **five** equipment checks you should carry out when preparing to move clients.

4. How can you assist clients with their movement requirements if your working environment is not custom fitted with aids? Tick all that apply

- Ask a team member to provide additional assistance.
- Abandon the task.
- Always use proper manual handling techniques to keep your spine in its neutral 'S' curve position.
- Plan a suitable entry and exit point that meets the capacities of the client.
- Enlist the help of another client.

Part B

Read the case study, and then answer the questions that follow.

Case study

Angel Care is a medium-sized aged care facility based in Victoria. They provide care for many residents who are no longer able to live at home and need ongoing help with everyday tasks.

Aged care workers assist residents with everyday movement tasks such as showering, eating, getting dressed and getting in and out of bed. The organisation has clear policies and procedures that all workers need to follow when assisting residents.

Heath is a support worker at Angel Care. Today, he is required to assist a resident named Michael with moving from his bed to a nearby chair so he can have breakfast.

Heath helps manoeuvre Michael's legs to the side of his bed and then supports Michael's hand as Michael reaches for his trolley walker. Heath then walks alongside Michael with his hand firmly supporting Michael's back as he approaches his chair. Heath guides Michael into his chair and adjusts the chair's height once Michael is positioned safely and comfortably.

1. What kinds of checks should Heath perform before assisting Michael? Tick all that apply.

- Check for slippery surfaces.
- Ensure the movement path is free from obstacles.
- Check that Michael's care plan is nearby.
- Ensure there are minimal distractions.
- Check that Michael's breakfast is the correct temperature.

2. List **five** work safety requirements Angel Care must have in place to protect the health and safety of their workers and residents.

3. What is Heath responsible for when moving Michael from his bed to his chair? Tick all that apply.

- Confirm the movement task and location with Michael.
- Exercise a duty of care in all tasks and client interactions.
- Administer medication and offer food that is not stated in the prescribed care plan.
- Use PPE correctly to manage infection control.
- Prepare the trolley walker and check it meets safety standards.
- Seek Michael's consent prior to moving him.



Topic 2

In this topic, you will learn how to:

2A Carry out movements

2B Ensure client safety and comfort

2C Maintain communication with the client

Assist with movement

It is vital that you carry out a movement using the appropriate safe handling method.

Once you have prepared and communicated the requirements of a movement task, it is time to conduct the actual movement. It is your responsibility to ensure the safety and comfort of the client at all times. This topic will teach you how to carry out a movement using appropriate safe handling methods; it also demonstrates how to safely use equipment.

2A Carry out movements

Failing to use the right technique when moving a client can lead to a personal injury.

When moving people, you must consider the client's needs. People who require assistance when moving from one position to another must be treated with respect and sensitivity to promote safety, dignity and comfort. It is vital that you review your organisation's policies and procedures to ensure you correctly manoeuvre clients while at work.

Everyday movement needs

There are several postures and positions you will need to memorise in order to safely assist your clients.

Certain movements require their own set of safe handling steps; after all, no two clients are alike. It is important to use the right equipment for the task and, where possible, refrain from manually lifting and manoeuvring clients.

Refer to the following principles when undertaking movement tasks:

- ▶ Wash your hands thoroughly and use PPE as required.
- ▶ Eliminate any distractions.
- ▶ Remove all obstacles and hazards from the area.
- ▶ Maintain communication with the client during the procedure.
- ▶ Ask a colleague for help, or use the appropriate lifting equipment, if you need to lift a person.

Because you are constantly moving body parts, support workers require a basic understanding of biomechanics. This refers to how the human body moves.

A foundational knowledge of biomechanics will help you understand how the body functions and how clients can be assisted safely with movement. This helps to prevent injuries and maintain the comfort of a client.

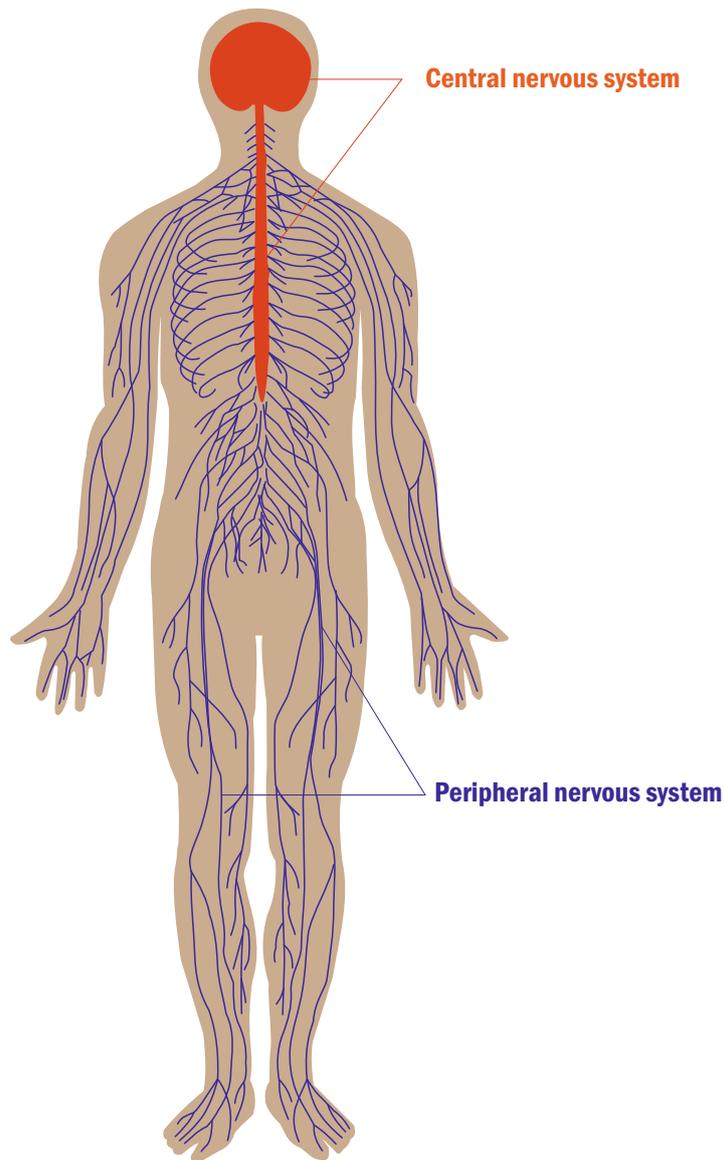
Human anatomy

The term anatomy refers to the structure of the human body. In basic terms, the human body is organised into cells, tissues, organs and nerves.

All movements of our body are controlled by the nervous (or neurological) system which is made up of two main parts: The Central Nervous System (CNS) and the Peripheral Nervous System (PNS).

The CNS is the command centre of the human body and consists of the brain and spinal cord. It is responsible for managing all higher-level functions of the body.

The PNS includes all nervous tissue outside the CNS, including our cranial, spinal and peripheral nerves. Nerves are like tree branches: they branch out from the brain (cranial nerves) and spinal cord (spinal nerves) and connect to our organs and skeletal muscles to control movement. Nerves are also responsible for maintaining the function of our body systems, such as our musculoskeletal and cardiovascular system.



Though nerves play an integral part of how our body works, the human body has a complex structure and composition that is based on the formation of microscopic cells.

At its most basic level, our bodies are made up of trillions of cells. These cells form tissues which make-up our muscles and organs. If everything works together in a state of balance (homeostasis), our body functions healthily. However, it only takes one dysfunctional organ, muscle or body system to impact on other parts of the body, causing a pathological issue to occur.

The following table explains each term in more detail:

Term	Definition
Cells	<ul style="list-style-type: none"> ▶ The smallest form of living unit in the body. ▶ Cells are made up of water, proteins, lipids (fats), carbohydrates (sugars) and nucleic acids.
Tissues	<ul style="list-style-type: none"> ▶ A group of cells working together to perform a specific function. ▶ Examples include soft tissues such as muscles, tendons, fat, blood vessels, fibrous tissue, ligaments, nerves, and hard tissue, such a bone.

Term	Definition												
Organs	<ul style="list-style-type: none"> ▶ A structure composed of several tissues to run key body systems. ▶ Their function is vital to supporting human life. ▶ Examples include the heart, brain, lungs, kidneys and the liver. 												
Systems	<ul style="list-style-type: none"> ▶ Groups of organs that work together to perform a key function. ▶ There are 11 body systems: <table style="margin-left: 20px; border: none;"> <tr> <td>– Digestive</td> <td>– Skeletal</td> </tr> <tr> <td>– Respiratory</td> <td>– Muscular</td> </tr> <tr> <td>– Urinary</td> <td>– Integumentary</td> </tr> <tr> <td>– Endocrine</td> <td>– Lymphatic</td> </tr> <tr> <td>– Cardiovascular</td> <td>– Reproductive</td> </tr> <tr> <td>– Nervous</td> <td></td> </tr> </table> 	– Digestive	– Skeletal	– Respiratory	– Muscular	– Urinary	– Integumentary	– Endocrine	– Lymphatic	– Cardiovascular	– Reproductive	– Nervous	
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– Endocrine	– Lymphatic												
– Cardiovascular	– Reproductive												
– Nervous													

Basics of human movement

Human movement requires several body systems working together.

For us to move, the nervous system needs to send a series of electro-chemical signals to our muscles, telling them to either contract (shorten) or relax (lengthen). These signals are sent from the brain, along the spinal cord and then out to the nerves which connect to our muscles. The integration of the neurological and muscular systems is called the neuromuscular system.

The **bones** in the body parts act as levers, which move at a joint, known as the **axis**. The **lever** (bone) moves as a result of a series of muscular contractions where the muscle pulls on the bone – this is known as the **force**. The **resistance** is the weight of what is being moved, such as gravity, the body weight of the person or the weight of a physical object being lifted. Movement can only occur if the force exceeds the resistance.

For example, consider a person picking up a cup of water from a table and bringing it to their mouth. The forearm is the lever (bone), the elbow is the axis (joint) and the resistance is the cup of water. The overall movement that picks up the cup of water is the force required to move the object.

The following table is a useful reference:

Term	Definition
Axis	▶ The joint where movement takes place.
Resistance	▶ The weight of what is being moved.
Force	▶ The strength applied to the muscular contraction that promotes the overall movement.

Bones and joints

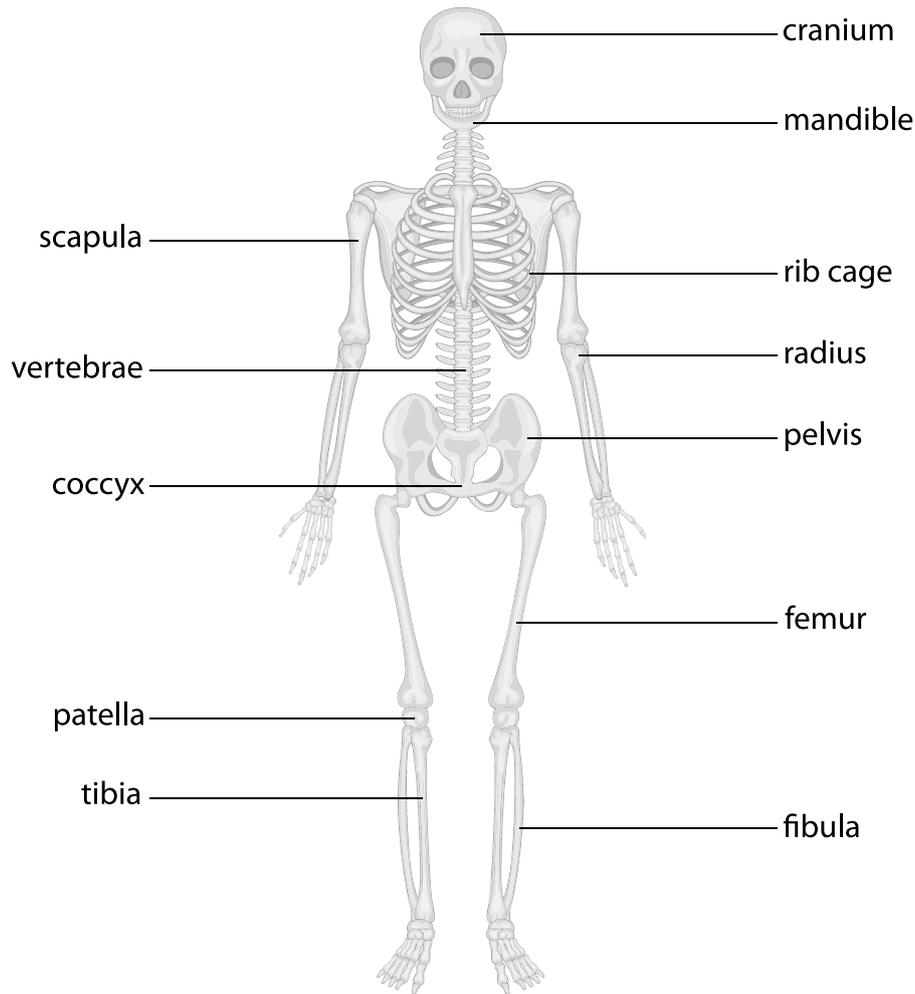
The human skeletal system provides our bodies with structure and enables movement; our bones also protect our vital organs from injury.

Adults have 206 bones in their body which form the skeletal system. Bones are primarily made up of collagen (a type of protein) and calcium, which gives bones their strength and flexibility.

Every bone in the body is connected to another bone by a joint referred to as the axis. Some joints enable a large range of movement, while others only allow a very small range of movement. However, in the case of fibrous joints, no movement is enabled. The following table provides more comprehensive detail about each type of joint:

Term	Definition
Fibrous Joints	<ul style="list-style-type: none"> ▶ These permit no movement and are held together by dense irregular connective tissue that is rich in collagen fibres. ▶ Examples include the joints which make up the skull cavity.
Cartilaginous Joints	<ul style="list-style-type: none"> ▶ These allow slight movement and are held together by cartilage. ▶ Examples include the vertebral joints that make up the spine. ▶ Individually, only a small amount of movement between two vertebrates can occur; however, when combined, the spine has a significant range of motion.
Synovial joints	<ul style="list-style-type: none"> ▶ These allow the greatest range of movement. They have a synovial cavity, are held together by a dense glove like structure called a joint capsule and often have ligaments for support. ▶ Examples include: <ul style="list-style-type: none"> – the hip and shoulder (ball and socket joints) – knee and elbow (hinge joints) – wrist and ankle; these are composed of many other types of joints, including condyloid and saddle joints.

The following diagram illustrates some of the main bones in the human body:



Musculoskeletal system

Muscles are a collection of tissues called muscle fibres which are formed from cells.

There are over 600 muscles in the human body. Of these, there are three main types of muscles found in the human body: skeletal, cardiac and smooth muscles. Skeletal muscles control levers (bones) as well as some organs, including our eyes, heart and lungs. At the end of each muscle is a tendon that connects to bone. Tendons are strong fibrous tissues that can withstand large amounts of resistance.

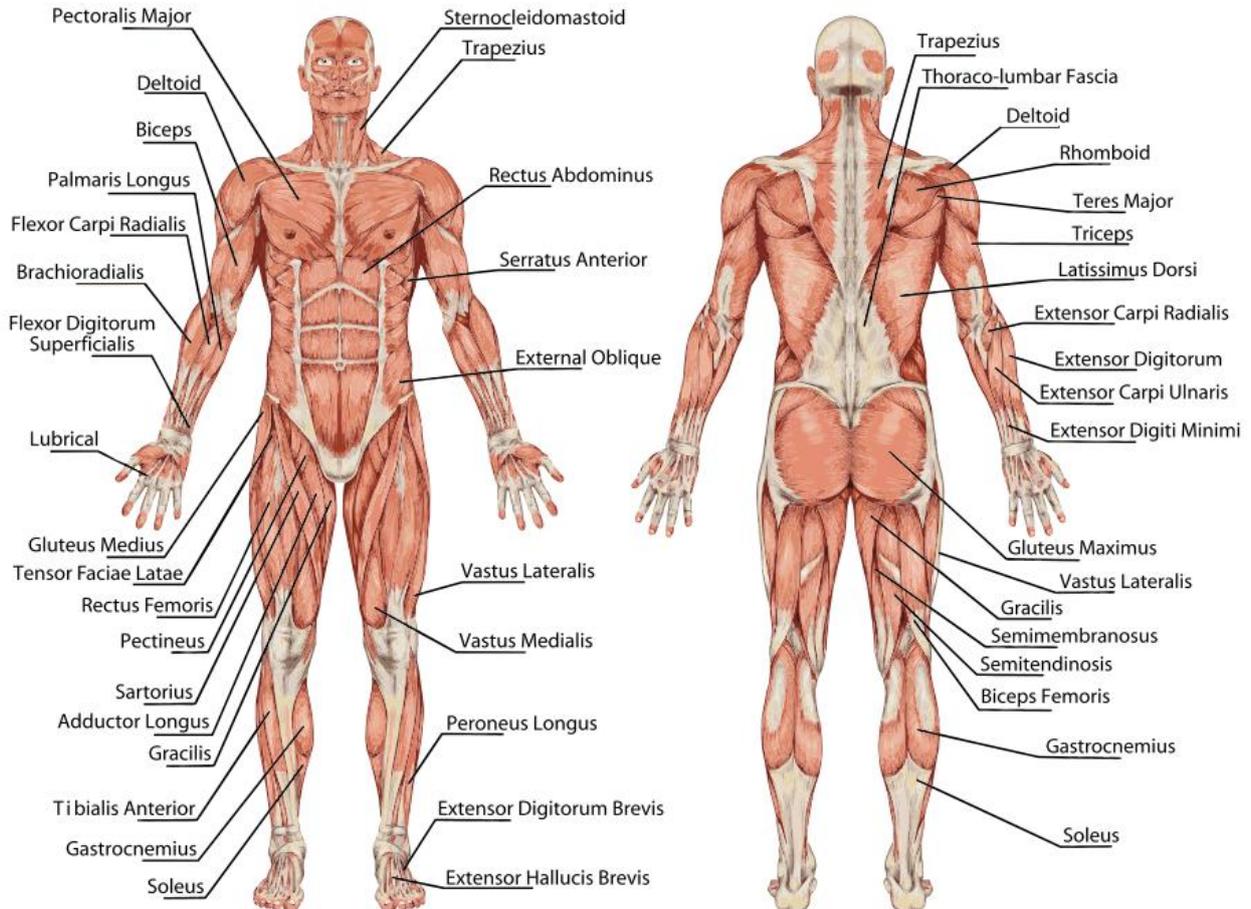
The integration of the bones and muscles form the musculoskeletal system, which allows for physical movement. When the CNS sends electro-chemical impulses to our muscles, our muscles pull on the bones at an axis. This action produces movement.

The following table explains each type of muscles in more detail:

Muscle type	Definition
Skeletal	<ul style="list-style-type: none"> ▶ Groups of tissues that connect to bones that allow movement; they contract voluntarily as part of the muscular skeletal system. ▶ Examples include the quadriceps, biceps, triceps and pictorialism muscle groups.

Muscle type	Definition
Cardiac	<ul style="list-style-type: none"> ▶ The muscles of the heart structure, which contract and relax the heart.
Smooth	<ul style="list-style-type: none"> ▶ Groups of tissues located in various internal body structures and systems that contract involuntarily. ▶ Examples include the lungs, uterus and blood vessels.

The following diagram illustrates some of the main muscles in the human body:



Active and passive movement

Mobility refers to a person’s ability to move their joints through their full range of motion without restriction or pain.

A person’s ability to move their joints through their full range of motion (ROM) greatly enhances their quality of life and decreases the likelihood of injury and pain.

Joint ROM is dependent on numerous factors, including the type of joint, muscle flexibility, joint health and blockages within the joint capsule and the condition of ligaments and muscle tendons. For example, a healthy ball and socket joint has more range of motion than a hinge joint. Age and genetics also play a part.

Two key types of movement include active and passive movement, also known as active and passive ROM. The following table provides additional information that will help you in your role as a support worker:

Term	Definition
Active movement	The client's ability to move their joint through its range of motion without assistance from a support worker.
Active assisted movement	The client's ability to take their joint through its range of motion with some assistance from a support worker.
Passive movement	The client requires a support worker to assist them in moving one or more joints.

A client manual handling task is required when clients do not have the capability to perform a movement without assistance.

When lifting and providing physical support to clients, you must make sure you perform the task in a way that won't cause injury to yourself.

Common risk factors that contribute to injuries when manually handling clients include:

- ▶ over-bending (flexion) at the spine outside of its neutral 'S' curve position
- ▶ holding awkward postures under force for long periods
- ▶ sudden or jerky movements
- ▶ fatigue
- ▶ poor posture.

Always use mechanical aids to lift clients, or ask a team member for assistance to avoid having to lift clients by yourself.

A single-person lift should not be attempted for clients who have little to no independence. This is a high-risk task. Rather, it is important to assess the client's ability to bear weight and support themselves at various stages throughout the movement. This includes any injuries that may have been sustained from a fall.

If the client has little or no capacity to bear their own weight, leave the client temporarily on the floor and ask for assistance from another worker. Equipment such as sling lifters, a stand aid hoist and slide sheets may also be used to help the client off the floor.

However, most clients will have a degree of independence. When assisting these clients, it is important to do the following:

- ▶ Ask the client to bend their knees and roll onto their side.
- ▶ Position yourself on the same side as the client.
- ▶ Ask the client to position their hand flat on the floor and push up with their arms to a semi-seated position; then ask them roll onto their knees into a crawl position.
- ▶ Position one chair directly in front of the client and have the client place their hands on the chair.
- ▶ Place another chair behind the client, let them feel the chair against their bottom, ensuring the chair is stable
- ▶ Ask the client to place one foot flat on the floor (half kneeling) and then push their buttocks up and back onto the chair behind them
- ▶ Ask the client to slide back onto the chair and position the 2nd chair on an angle behind the client's relative buttock.

Assisting a client in emergencies

Emergency situations involve events where the client's life is in danger.

If a client's life is at risk, you may be required to bear the full weight of a person by manually lifting, pushing or manoeuvring the client away from danger.

You should always use a team member or lifting aid where possible to avoid a potential injury. However, if this is not possible, and if the situation is life-threatening, consider the following key practices when manually lifting people:

- ▶ Keep the weight/person close to your body.
- ▶ Ensure your weight is on your heels, and spread your feet to give yourself a strong support base.
- ▶ Don't bend your back; instead bend your knees and lift with your legs.
- ▶ Brace your core muscles (front, sides and back of your trunk region) to keep your spine in a neutral position and avoid bending your back.
- ▶ Wrap your arms around the torso of the client (under their arms).
- ▶ Use small steps when carrying or pulling a person along the ground.
- ▶ Avoid over-reaching or twisting with jerky movements.

The emergency response skills that you develop through your training will be used when responding to clients in emergency situations.

First aid responses may include providing a Cardiopulmonary Resuscitation (CPR) procedure, administering support to clients who experience shock or assisting other workers with moving a client to safety.

The acronym DRSABCD should be followed when preparing to administer first-aid:

- ▶ D – Look for signs of **danger**.
- ▶ R – Check for signs of life and a **response**.
- ▶ S – **Send** for help.
- ▶ A – Check the person's **airways** are clear.
- ▶ B – Check **breathing** is normal, and, if so, place them in the recovery position.
- ▶ C – If unconscious and not breathing, perform **CPR**.
- ▶ D – Access and apply the **defibrillation** device.

To roll the client over to the recovery position, extend the client's right knee and fold their right arm over their chest. Place their left arm in a flat horizontal position and turn the client onto their side towards their outstretched arm. Then, tilt their head back slightly to enable them the best opportunity to breathe freely.

If you are qualified to do so, administer CPR until medical aid arrives or signs of life appear.

Assisting a person prone to falling

Elderly clients and people living with a physical disability are at a higher risk of fall-related injuries.

Tripping, slipping or losing balance can be common for some clients when they attempt everyday tasks, such as walking or moving from a seated to a standing position.

The following steps are useful when working with somebody susceptible to falling:

- ▶ If the client is at risk of a fall, stand beside and slightly behind the person and prepare yourself for them to fall.
- ▶ If the client experiences a fall, stay close to the person and maintain a firm base of support with your feet when bearing their weight.
- ▶ Bend your knees and brace your core muscles (abdomen and torso).
- ▶ Wrap your arms around the torso of the client and then gently release your hold as you support them down.
- ▶ Keep the weight/person close to your body.
- ▶ Protect and support the client's head using your hands.
- ▶ Once the client is on the floor, keep them comfortable and seek assistance from a colleague; otherwise, use equipment to assist them to a standing or seated position.

Assisting a person to be weighed

Support workers will need to provide physical assistance to help clients from their mobility aids to a chair weighing scale.

Clients living under a care arrangement will need to have their weight regularly monitored. This is because total body weight is a key indicator of a client's overall health. It is used to identify a person's body mass index (BMI) as well as other metrics to determine any risks of cardiovascular disease, hypertension and some cancers. There are a few things to consider when assisting a person to be weighed:

- ▶ Position the wheelchair directly in front of, or at 90 degrees to, the chair weighing scale.
- ▶ Apply the brakes of the wheelchair and the chair weighing scale.
- ▶ Remove the leg rests of the wheelchair to ensure they are not an obstacle for the transfer.
- ▶ Stand in front of the client's 'weaker' side to provide support as they stand. You may use your knee in between the client's legs to provide additional support to the client.
- ▶ Ask the client to shuffle forward on their chair and ensure their legs are under their knees and their hands are on the arm rests.
- ▶ Place your arms either side of the client's torso under their arms and ask them to lean forward.
- ▶ Talk with the client and encourage them to stand up with you.
- ▶ Maintain a firm grip on the client's torso and gently shuffle the client towards the chair weighing scale.
- ▶ Gently lower yourself with the client and ask them to take a firm grip of the arm rests until seated.

Assisting a client with repositioning

Repositioning a client requires a range of techniques depending on the client's condition and desired outcome.

Repositioning may be required when assisting clients in a bed or stretcher; you'll also likely have to help when showering and bathing clients.

Lifting aids, such as a slide sheet, gait belt or assistance from a colleague should always be used to reduce manual effort and promote safe moving practices.

One of the most common scenarios you will encounter involves helping clients change positions in bed. Refer to the following steps when executing this task:

- ▶ Raise the height of the bed to ensure the client is close to your centre of gravity.
- ▶ Lock the wheels on the bed and raise the side rail opposite you to ensure the client's safety.
- ▶ Position your feet in the direction of the movement.
- ▶ Raise the head of the bed to a sitting position.
- ▶ Lower the side rail and stand next to the client's hips.
- ▶ Keep your feet shoulder width apart to maintain a stable support base
- ▶ If rolling the client from their back to their side, raise the client's knee and fold their arm (right knee and right arm if turning the client to their left), place their opposite arm in a flat horizontal position and turn the client onto their side
- ▶ If assisting the client to sit-up, wrap the gait belt around the client's waist and position the hoist so the handrail is in front of the client so they can grip it firmly.

Assisting a person with mobility aids

Elderly clients and people living with a physical disability may require mobility aids, such as crutches, walking frames and canes, to help them walk.

Support workers may need to provide additional support, instruction or supervision to ensure a client's safety when using mobility aids. Support should be provided to prevent the client from falling and injuring themselves.

In certain cases, clients may be participating in a rehabilitation program and require assistance to help with building confidence and strength when re-learning to walk.

Always check the manufacturer's instructions before operating mobility aids. Each piece of equipment has unique operating requirements and functions that can vary for each make and model.

Steps to take when assisting a client with mobility aids

Walking cane	<ul style="list-style-type: none"> ▶ Encourage the client to use the cane on their strongest side where possible. ▶ Stand on the client's weaker side. ▶ Place your hand (palm-up) on the client's hand (their palm facing down). ▶ Where possible, use a transfer belt to support the client. ▶ Use your opposite arm to provide support across the client's lower back. ▶ Walk alongside and slightly behind the client at all times. ▶ Maintain contact and only provide as much support as needed. ▶ Provide additional support when assisting clients up and down stairs and steps.
Crutches	<ul style="list-style-type: none"> ▶ Walk alongside and slightly behind the client at all times. ▶ Take a gentle hold onto the client's crutch – this will allow you to direct the client's walking pattern and provide support. ▶ Alternatively, use a transfer belt to support the client. ▶ Provide additional support when assisting clients up and down stairs and steps

Walking frame

- ▶ Walk alongside and slightly behind the client and stay close to the frame at all times.
- ▶ Gently hold the handrail/gutter closest to you and help direct the client's walking pattern.
- ▶ Provide additional support when assisting clients through uneven surfaces.

When working with clients who are using mobility aids, such as wheelchairs, trolleys and beds, it is important to maintain good communication at all times.

Support workers need to identify the client's capacity to operate their mobility equipment. You also need to determine the location where the client needs to be relocated as well as any special equipment that needs to accompany the person, such as intra-venous (IV) stands and oxygen masks. Refer to the following list for general guidelines for relocating clients with mobility aids:

- ▶ Check additional equipment are secured and there are no entanglements with the wheels of the equipment.
- ▶ Check the brakes are on or off depending on the task required.
- ▶ Check the pathway and destination and remove any obstacles before relocating the client.
- ▶ Check that guard rails are up.
- ▶ Push the client from behind with your legs.
- ▶ Keep the equipment close to your body.
- ▶ Move the client slowly and avoid jerky movements.
- ▶ Once you arrive at the location, apply the brakes.
- ▶ If taking a client down a steep decline, move backwards.
- ▶ If taking a client up a steep incline, push them forwards.

Assisting a client to walk

Helping a client to walk may be part of their rehabilitation process following a fall or injury; it may also be needed to help build a client's basic confidence and independence to walk without equipment.

Assisting clients to walk should only be attempted on clients who can bear part of their own weight. This must be assessed before undertaking the movement task. Refer to the following guidelines when assisting a client to walk:

- ▶ Walk close to the client with a handrail or other support aid where possible.
- ▶ Place one hand behind the client's back and hold their hand with your other hand, using the 'duckbill' position (refer to the image).
- ▶ Walk next to and slightly behind the client.
- ▶ Use a walking belt where possible to avoid the client bearing weight onto the worker.
- ▶ Talk to the client to assess their fatigue and confidence levels.
- ▶ Walk slowly and at the client's pace.
- ▶ Take regular breaks as needed.



Source: Manual handling, "Based on the ANMF 'No. Lift, no injury' protocol", Health Care Australia, Feb 2013, V.4.0

Assisting a client with a hoist or mechanical lifter

Stand aid hoists, slings and other types of mechanical lifters may be used to assist dependent or injured clients with movement.

Always follow the manufacturer's instructions when using mechanical lifting equipment, as each type will have specific operating instructions that must be followed. Some guidelines for using a stand aid hoist are provided below:

- ▶ Position the client on the side of the bed or chair.
- ▶ Keep a stable body position, with feet apart to enable a strong base of support
- ▶ Position the hoist directly in front of client.
- ▶ Apply brakes as needed to ensure the hoist is stable.
- ▶ Place the client's feet on the foot place and secure the knee strap around the client.
- ▶ Position the sling and tighten the straps.
- ▶ Ask the client to hold onto the handle tight.
- ▶ Raise the hoist using the control levers/ panel and move the client slowly to required position.
- ▶ Slowly lower client to new area.

Clients will need to be assisted to move to a standing position from a seated position and vice versa as part of their everyday living requirements. If a client is unable to bear any or much of their own body weight, a two-person assist, or the use of equipment, is required. The following steps will help you perform this task safely:

- ▶ Position the client on a chair or the side of the bed with their feet under their knees approximately shoulder width apart.
- ▶ Stand alongside the client and face the same direction with your front foot blocking their foot and your back foot at the side of the bed or chair.
- ▶ Ask the client to shuffle forward on the bed or chair.
- ▶ Place your near hand on the centre of the client's lower back and place your other hand on top of the client's shoulder closest to you for additional support.
- ▶ Ask the client to place their hands on the chair and push up if they are capable.
- ▶ Apply pressure in an upwards sweeping movement to assist the client to stand up.
- ▶ Transfer your body weight from your back leg to the front position with the move.
- ▶ Hold the client's hand using the 'duckbill' posture (refer to the image on p. 38).
- ▶ Reverse the procedure to assist a client back to a seated position.

Assisting a client into a wheelchair

When working in a care facility, clients may need assistance to be transferred into a wheelchair.

Assisting clients in moving from their wheelchairs can be a difficult and time-consuming task that requires planning, skill and patience in order to carry out the job safely.

The following table explains the key points to consider when transferring clients into a wheelchair:

Position	Instructions
<p>The client is laying on their back (e.g. in bed)</p>	<ul style="list-style-type: none"> ▶ Use the bed sheet, or slide sheet, to shift the client close to the edge of the bed. ▶ Bend the client's knees to prepare them for sitting up. ▶ Place one arm of the client over their chest to turn them onto their side and facing the wheelchair. ▶ Ask the client to use their hand to push themselves up (if they can) as you gently assist them to a seated position. ▶ Use the mechanical handling equipment and other aids where possible to reduce the need for manual lifting. ▶ Keep the client close to you and use small steps to rotate the person to the wheelchair. ▶ Ask a colleague for help if you need to lift the client into the chair.
<p>The client is sitting on a chair</p>	<ul style="list-style-type: none"> ▶ Ask the client to use their hand to push themselves up (if possible) using the sides of the chair. ▶ Gently pull their knees off the chair and assist them to a seated position. ▶ Use the mechanical handling equipment and other aids where possible to reduce the need for manual lifting. ▶ Keep the client close to you and use small steps to rotate the person to the wheelchair. ▶ Ask a colleague for help if you need to lift a person .

Dependent clients require assistance with personal care and hygiene as part of their everyday health routines. When helping clients with their personal showering and toilet needs, support workers will need to provide physical assistance from their mobility aids to a shower chair and toilet seat. When doing this, use the following steps:

- ▶ Position the wheelchair in front of the toilet or shower chair.
- ▶ Apply the brakes and remove the leg rests to ensure they are not an obstacle.
- ▶ Stand near the client's weaker side to provide support as they stand; you may use your knee in between the client's legs to provide additional support.
- ▶ Ask the client to shuffle forward on their chair so their legs are under their knees and their hands are on the arm rests.
- ▶ Place your arms either side of the client's torso (under their arms) and ask them to lean forward
- ▶ On the count of 3-2-1-go, stand up with the client.
- ▶ Maintain a firm grip on the client's torso and gently shuffle the client towards the chair.
- ▶ Once the client is directly in front of the seat, with their backside aligned with the seat, assist them in removing their clothes (maintain one arm on the client at all times for support).
- ▶ Gently lower yourself with the client to sit on the seat and ask them to take a firm grip of the arm rests until seated.

You can source additional information online from the following sources:

- ▶ **Safe Work Australia:** aspirelr.link/safeworkaustralia
- ▶ **WorkCover Queensland:** aspirelr.link/worksafe-qld
- ▶ **Healthcare Australia:** aspirelr.link/healthcare-aus

Example

Safe manual handling procedure

As part of Meta Care’s client movement procedure, the following practices must be followed when lifting and manoeuvring clients:

Steps when moving or lifting clients

<p>Plan the move</p>	<ul style="list-style-type: none"> ▶ Make sure you know where you are going and how far you are taking the client. ▶ Remove obstacles and clear the pathway to the destination. ▶ Check the weight of the person to ensure they are safe to lift. ▶ In most cases, clients who are overweight or obese will require a team lift or mechanical equipment.
<p>Check equipment</p>	<ul style="list-style-type: none"> ▶ Check equipment suitability: confirm the weight limits on lifting equipment before getting assistance from a colleague (ask your supervisor if unsure). ▶ Examples include a support bar, gait belt, trolley or other specialised lifting equipment.
<p>Get into position</p>	<ul style="list-style-type: none"> ▶ Set your body position and posture and stay close to the person at all times. ▶ Bend your knees and keep your spine in its neutral ‘S’ curve shape. ▶ Brace your core muscles to lock your spine in a strong position. ▶ Stand with both feet flat on the ground.
<p>Safe lifting techniques</p>	<ul style="list-style-type: none"> ▶ Lift the person safely and keep your back in its neutral ‘S’ curve position; never round your spine. ▶ Keep your feet flat on the ground and keep the person or object close to your body at all times. ▶ Make sure you are using the equipment as it is intended to complete the task.



Practice task 5

Question 1

Draw a line to match each term with its correct description.

- | | |
|------------------------|---|
| * Cells | * A structure composed of several tissues to run key body systems |
| * Fibrous joints | * Held together by a dense glove like structure called a joint capsule and often have ligaments for support |
| * Organs | * The smallest form of living unit in the body |
| * Cartilaginous joints | * A group of cells working together to perform a specific function |
| * Tissues | * Joints that allow slight movement and are held together by cartilage |
| * Synovial joints | * Joints that permit no movement and are held together by dense irregular connective tissue that is rich in collagen fibres |

Question 2

Which of the following techniques should be used when assisting clients? Tick all that apply.

- If a client is at risk of a fall, stand beside and slightly behind the client at all times.
- When assisting a client with repositioning, maintain a narrow foot stance.
- In the event of an emergency, lift the client quickly by bending your back.

Question 3

Which of the following techniques should be used when assisting clients? Tick all that apply.

- To assist a client off the floor, ask the client to position their hand flat on the floor, push up with their arms and roll onto their knees into a crawl position.
- When weighing a client using chair weighing scales, ensure the client is directly in front of the chair weighing seat, with their backside aligned with the seat.
- To assist a client with repositioning themselves in bed, unlock the wheels on the bed and lower the side rail opposite you.
- Encourage the client to use the cane on their weakest side where possible.

Question 4

Draw a line to match each of the following client movement requirements with the correct technique.

- * Use a hoist or mechanical lifter for transfers
- * Assist a client with moving from a seated to a standing position
- * Transfer a client from their wheelchair to a shower chair
- * Place your arms either side of the client's torso under their arms and ask them to lean forward. Maintain a firm grip on the client's torso and gently shuffle the client towards the chair, turning towards their strongest side. Gently lower yourself with the client to sit on the seat and ask them to firmly grip the arm rests until seated.
- * Place your hand on the centre of the client's lower back and place your other hand on top of the client's shoulder closest to you. Ask the client to place their hands on the chair and push up to stand as able. Apply pressure in an upwards sweeping movement to assist the client to stand up.
- * Position the equipment directly in front of client, apply brakes as needed to ensure the hoist is stable, place the client's feet on the foot place and secure the knee strap around the client.

Question 5

Draw a line to match each of the following client movement requirements with the correct technique.

- * Assist a client with moving from their bed to wheelchair
- * Assist a client with walking
- * Move a client by wheelchair or trolley
- * Place one hand behind the middle of the client's back and hold their hand with your other hand, using the 'duckbill' position.
- * Ask the client to use their hand to push themselves up using the sides of the chair as you gently pull their knees off the chair and assist them to a seated position. Keep the client close to you and use small steps to rotate the person to the wheelchair.
- * Use the bed sheet to shift the client close to the edge of the bed, bend the knees of the client and place their arm over their chest to turn them onto their side facing the wheelchair.

2B Ensure client comfort and safety

When manually assisting clients, health and safety must be your number one priority.

To ensure the client's safety and comfort throughout the task, consider the following guidelines.

- ▶ Read the client's individualised care plan before carrying out the task to ensure you understand the client's needs and limitations.
- ▶ Follow your organisation's policies and procedures for each type of movement.
- ▶ Check in regularly by asking for feedback.
- ▶ Read the manufacturer's instructions to ensure you are confident in using manual lifting aids.
- ▶ Observe the client's body language for signs of discomfort during the movement task.
- ▶ Regularly talk to the client to explain what you are planning to do.
- ▶ Confirm with the client what they are comfortable with and capable of.

Maintain client skin integrity

During a movement task, it is important to maintain the integrity of the client's skin and avoid unnecessary cuts, bruises and grazes.

Tasks requiring physical movement means a person will contact equipment, people and other materials within their environment. Skin abrasion injuries can therefore occur when assisting clients. Examples include skin irritations, grazes, bruising, cuts and lacerations. These types of injuries can lead to an infection as well as significant pain for the client.

Always plan your movement task, take care when handling clients and remove any obstacles that may cause an injury to the client's skin. If a client advises you that they are uncomfortable or injured, stop the task when safe to do so and investigate the issue. Always take the client's complaint seriously – no matter how small it may seem.

Skin integrity can also be compromised by extended periods of immobility, such as sitting in one position without movement. Braces and splints can also cause issues with skin integrity due to friction.

Infection control policies and procedures

Skin protection and infection control is one of the simplest and most effective ways of preventing the spread of disease.

Support work will require you to be in close contact with people who may be prone to spreading and contracting infectious diseases. To reduce the spread of infection and disease contact, proper handwashing techniques and personal protective equipment (PPE) must be applied.

Your organisation will have policies and procedures in place to make sure all staff understand these standards. However, you are responsible for knowing what to wear and when to wash your hands. If you are ever unsure, speak with your supervisor.

The following precautions apply to manually handling clients in the aged care, health, community support and disability services sectors:

Precaution	Explanation	Example
<p>Standard precautions</p>	<ul style="list-style-type: none"> ▶ These are basic work practices recommended that provide the minimum level of protection for everyone (clients, staff and others). ▶ These include work practices that achieve a basic level of infection control, based on the idea that all blood and bodily fluids are potentially infectious. ▶ These precautions apply to the care and treatment of all clients regardless of their perceived infectious risk 	<ul style="list-style-type: none"> ▶ Handwashing ▶ Immunisation of workers ▶ Routine environmental and equipment cleaning and sanitising ▶ PPE, such as gloves, apron and face mask
<p>Additional precautions</p>	<ul style="list-style-type: none"> ▶ These are used when extra barriers are required to prevent or interrupt the transmission of specific diseases. ▶ These strategies are intended to prevent the spread of infection to others from clients known or suspected to be infected that would not be contained by standard precautions alone. 	<ul style="list-style-type: none"> ▶ Infectious client is isolated, preventing transmission of the infectious agent to susceptible people ▶ Appropriate signage is in place to alert staff and visitors that they are entering an isolation area and personal protective equipment is required

Human skin carries high levels of bacteria that can cause infection when touching other people.

Before moving clients, support workers must thoroughly wash their hands to avoid the spread of infectious disease. Good handwashing technique will remove germs and prevent clients from becoming sick through the transfer of bacteria you're carrying on your skin.

Proper handwashing technique includes washing your hands with soap and warm water. Make sure you pay attention to the backs of your hands, wrists, between your fingers and under your fingernails. It is good practice to wash your hands vigorously for at least twenty seconds.

You must also thoroughly dry your hands immediately after you wash them. Always dry your hands with a clean towel, disposable paper towel or under an air dryer; never dry them on a tea towel or on your clothes.

Example**Hand washing procedure**

Wendy is a support worker for In-House Client Services. The organisation hires support workers to visit clients who living with a disability. Workers assist clients with their daily living needs, such as showering, bathing, dressing and meal preparation.

Wendy has just arrived at a client's home to help the person get out of bed and get dressed for the day. Before starting the task, Wendy completes a thorough hand-washing process to remove any harmful germs from her skin that she may have accumulated from driving to and entering the client's home.

Wendy follows the eight steps of her workplace hand washing procedure, which she learnt in her induction training:

- ▶ Wet hands thoroughly (use warm water).
- ▶ Use approved soap.
- ▶ Rub hands together.
- ▶ Clean between each finger.
- ▶ Rub the thumbs.
- ▶ Clean backs of hands and under fingernails.
- ▶ Rinse hands thoroughly.
- ▶ Use paper towel for drying.
- ▶ Turn off the tap using a disposable paper towel.

After Wendy has washed her hands, she puts on disposable gloves before handling the client.



Practice task 6

Question 1

Why is it important to protect the client's skin when relocating them from one location to another?

Question 2

Which of the following methods should you use to protect your client's skin when relocating them? Tick all that apply.

- Regular handwashing
- Applying organisational policies and procedures on client movement protocols
- Ensure the client is well hydrated
- Using personal protective equipment
- Applying antibacterial lotions to the client
- Plan the movement task, including removal of any obstacles prior to starting

2C Maintain communication with the client

Effective communication is essential in completing any movement task successfully.

Support workers are required to maintain regular communication of a movement procedure with the client; this helps the client to be aware of their requirements and the reason why certain things are necessary.

It will also help you to maintain trust and respect with your clients. After all, some movements can be complex to perform as well as invasive and uncomfortable for clients. Frequent communication helps guarantee satisfaction on the client's behalf.

Communicate the movement procedure

Preparation and communication at the start of the movement procedure is important for ensuring the task is carried out effectively and safely.

Support workers who use ongoing communication during the procedure will provide clients with a strong level of understanding of the movement task. This level of communication will also help to monitor their physical capacity, signs of discomfort and willingness to assist with parts of the movement. Remember, it's important to inform the client beforehand as well as during a procedure. Constant communication helps you and your client achieve desired outcomes as safely as possible. After all, communication reduces the likelihood of startling the client: because they know exactly what to expect during a procedure.

Client movement tasks can vary in complexity and duration, depending on the client and the movement being carried out. When in doubt, refer to the following communication techniques:

- ▶ Provide short, specific and actionable instructions when you are asking the client to change posture.
- ▶ Give feedback about their posture in positive terms.
- ▶ Allow enough time for the client to take in the instruction and respond with any questions before proceeding.
- ▶ Focus on what they are doing well and affirm positive responses.
- ▶ Avoid jargon and complicated terms and use language the client will understand.
- ▶ Consider the needs of clients who do not speak English well.
- ▶ Ask for the client's feedback to ensure understanding, comfort and safety.
- ▶ If you give a cue, visually assess their posture, give quick feedback to affirm or correct the movement.

Support workers will need to use effective communication skills to encourage participation and gather feedback from the client about their thoughts and feelings. However, it is important to consider a client's ability to communicate, as their health status and physical capacity may restrict this.

When moving clients, you will need to explain the steps that are being performed and ask the client if they are able to assist you at different parts of the movement procedure. For some clients, they may be restricted in their strength, balance, coordination or mobility, which can directly impact your work. It also helps you assess how much effort is needed to move the client. When you ask a client to assist you, always check their understanding before proceeding with a physical task. This may avoid any issues such as confusion or a non-willingness to assist, which can lead to an incident or conflict.

Example

Client movement policy and procedures

Home Care specialises in helping clients living with a disability. Support workers are required to assist clients with basic movement within their homes; this includes helping to transport clients to local hospitals and clinics for their appointments.

Under the state WHS Act, Home Care and its staff have a duty of care to ensure the safety of workers, clients and other people who are impacted by the conduct of their business.

To help their staff assist clients safely with their movement needs, Home Care has developed a client movement policy and procedure. The document sets out the organisation's responsibility to ensure the health and safety of all workers and clients. The policy also outlines the responsibilities and limitations of support workers. It also defines the scope of the job role as well as the resources and processes that will be made available to ensure employees comply with their duty of care under the Act.

The client movement procedures outline how the policy will be implemented by support workers, including:

- ▶ equipment safety and cleanliness standards
- ▶ communication and consultation procedures with clients and key personnel
- ▶ client service standards
- ▶ gaining client consent
- ▶ administration and reporting
- ▶ first aid and emergency procedures
- ▶ reporting and recording incidents, accidents, injuries and illnesses.



Practice task 7

Question 1

How can you encourage a client to participate in the process of moving from one location to another? Tick all that apply.

- Use language that the client will understand.
- Use industry specific and complicated terms to demonstrate your knowledge.
- Ask for the client's feedback to ensure understanding, comfort and safety.
- Provide detailed instructions when you are asking the client to change posture.
- Focus on what they are doing well, give lots of praise and affirm the positive responses.

Question 2

Why is it important to check the client's understanding before proceeding with a physical task?



Summary

- ▶ Support workers need a basic understanding of anatomy and biomechanics to ensure they can move clients safely.
- ▶ Biomechanics refers to how the human body moves, including the function of bones, muscles and joints.
- ▶ Anatomy refers to the structure of the human body and how it is organised into cells, tissues, organs and systems.
- ▶ Avoid manually lifting clients without the use of aids or another team member unless the client is in a life-threatening situation.
- ▶ Talk with the client throughout the task to ensure their safety and comfort.
- ▶ Refer to the client's individualised care plan and your workplace policies and procedures to promote safety.
- ▶ Follow the manufacturer's guidelines when using client lifting equipment.
- ▶ Keep the client informed of the movement procedure and check for any signs of discomfort.
- ▶ Always follow your workplace policy and procedures to control infection and assist with movement tasks; this includes the proper use of PPE and hand washing techniques.



Learning checkpoint 2

Assist with movement

Part A

1. List **four** principles that you need to apply to communicate effectively with your client and encourage them to assist with movement procedures.

2. How can you keep clients comfortable and safe when moving them from one position to another? Tick all that apply

- Read the client's individualised care plan after completing the task.
- Follow your organisation's policies and procedures for each type of movement.
- Seek the client's feedback only at the end of the task.
- Read the manufacturer's instructions to ensure you are confident in using manual lifting aids.
- Regularly talk to the client about the task and observe the client's body language during the movement task.

3. Number the following steps in the correct order to correctly demonstrate how to assist moving a client from their bed to a wheelchair.

- Place the client's arm over their chest to turn them onto their side facing the wheelchair, and then ask the client to use their hand to push themselves up as you gently pull their knees off the bed and into a seated position.
- Position the wheelchair directly in front of the shower chair, apply the brakes and remove the leg rests to ensure they are not an obstacle.
- Stand near the client's weaker side to provide support as they stand.
- Use the bed sheet to shift the client close to the edge of the bed and bend their knees to assist them in getting ready to sit up.
- Keep the client close to you and use small steps to rotate the person to the wheelchair.

4. Number the following steps in the correct order to correctly demonstrate how to assist moving a client from a wheelchair to a shower chair.

- Once the client is directly in front of the shower chair, help remove their clothes and maintain one arm on the client at all times for support.
- Place your arms either side of the client's torso under their arms and ask them to lean forward; then stand up with the client
- Gently lower the client onto the shower chair and ask them to take a firm grip of the arm rests until firmly seated.
- Ask the client to shuffle forward on their wheelchair and ensure their legs are under their knees and their hands are on the arm rests.
- Maintain a firm grip on the client's torso and gently shuffle the client towards the shower chair while turning them towards their strongest side.

5. Which of the following are examples of soft tissues? Tick all that apply

- Nerves
- Bone
- Ligaments
- Endocrine system
- Muscles
- Tendons

Part B

Read the case study, and then answer the questions that follow.

Case study

Heath is a support worker at Angel Care. Today, he is required to assist multiple residents with movements tasks, including repositioning clients in their beds, helping clients to shower, and supporting clients onto chair weighing scales. When doing so, Heath must ensure his clients are comfortable and that movements are conducted safely. This helps protect both the client and himself from injury or illness.

In some instances, Heath is required to use a mechanical lifter for additional support when raising a client from their beds. To ensure his safety, and the safety of his clients, Heath operates these mechanical aids in accordance with organisational policies, procedures and the manufacturer's instructions.

Heath has an excellent rapport with his clients. He understands the importance of clear, constant and reassuring communication. As such, his clients welcome his assistance and look forward to his friendly company each week.

1. Which of the following techniques should Heath use when assisting clients with their different movement requirements? Tick all that apply.
 - If a client begins to fall, Heath should stay close to the client and maintain a firm base of support with his feet.
 - Heath should use small steps when carrying or pulling a client to safety.
 - Heath should use equipment such as sling lifters, a stand aid hoist and slide sheets to assist a client off the floor.
 - Heath should move clients first thing in the morning when they are well rested.

2. Which of the following techniques should Heath use when assisting clients with their different movement requirements? Tick all that apply.
 - When using a chair weighing scale, Heath should position the client directly in front of the chair and have them touch the seat of the weighing scale with their backside.
 - Heath should encourage clients to use a walking cane on their strongest side where possible.
 - When using hoists, Heath should place the client's feet on the foot place, secure the knee strap around the client, position the sling and tighten the straps, ask the client to hold onto the handle and raise the hoist using the control levers.
 - Heath should round his back for extra support when lifting clients.

3. List **four** processes that Health should follow to protect clients' skin when moving them from one location to another.

4. Number the following steps in their correct order to demonstrate how Heath must assist a client to sit up in bed.

- Position your feet in the direction of the movement.
- Keep your feet shoulder width apart with one foot near the head of the bed, slightly in front of the other foot, to maintain a stable support base.
- Ask the client to slide up into the new position or use the gait belt to move the client to the new position.
- Lock the wheels on the bed and raise the side rail opposite you to ensure the client's safety.
- Wrap the gait belt around the client's waist, or, if possible, position the hoist so the handrail is in front of the client so they can firmly grip it.
- Raise the height of the bed to ensure the client is close to your centre of gravity.
- Raise the head of the bed to a sitting position, lower the side rail and stand next to the client's hips.



Topic 3

In this topic, you will learn how to:

3A Return and clean equipment

3B Complete reporting requirements

Complete assistance with movement

Once you have completed a movement task, you then have to finalise reporting procedures.

Safely assisting a client with a movement task is only one aspect you are required to do in your role. It's equally important to clean and return equipment to the appropriate place as required in your workplace. This helps prevent the spread of infection and disease, and it ensures your colleagues can conduct their work tasks safely. You also need to report equipment faults immediately in accordance with organisational procedures, guidelines and industry standards.

3A Return and clean equipment

You must return any equipment used in the movement process and ensure it is clean and safe to use for the next task.

Once the client has been successfully delivered to their location, you will need to return all equipment used to its right location. It's also important that the items are cleaned properly. After all, you must consider the needs of your co-workers who will need to use manual handling equipment to move their clients. By placing the items back in their correct storage spaces, you will help ensure other staff can access and use the equipment when they need it – without any unnecessary delays.

It is also good practice to check for any damage. Checks include inspecting the wheels, frames, adjustable devices and safety functions for any wear and tear.

If you identify any issues, follow your workplace procedures to report the matter to a supervisor and isolate the equipment so other staff don't use it.

Isolation procedures may require you to:

- ▶ place a sign or chain around the equipment
- ▶ place the faulty equipment in a maintenance bay or in the manager's office.

Safe cleaning techniques

Always clean equipment to remove any harmful contaminants.

Harmful contaminants can impact on the health and safety of other support workers and clients. Examples include:

- ▶ bodily fluids
- ▶ stains that have come from human contact
- ▶ skin and hair
- ▶ food or liquid.

Take the time to clean and sanitise the item to remove anything that may cause a possible infection to other users. Always follow your workplace policies and procedures for cleaning and sanitising equipment, and be sure to use the required PPE to avoid contracting or spreading infectious diseases.

PPE is required when cleaning and sanitising equipment. Some common examples are listed in the following table:



Disposable gloves

- ▶ Gloves are recommended when cleaning equipment, in particular items likely to come into contact with bacteria, blood and other bodily fluids.
- ▶ Gloves must be changed between tasks. They must be disposed of by turning them inside out and placing them in a lined rubbish bin.
- ▶ Handwashing is still required before and after using disposable gloves.

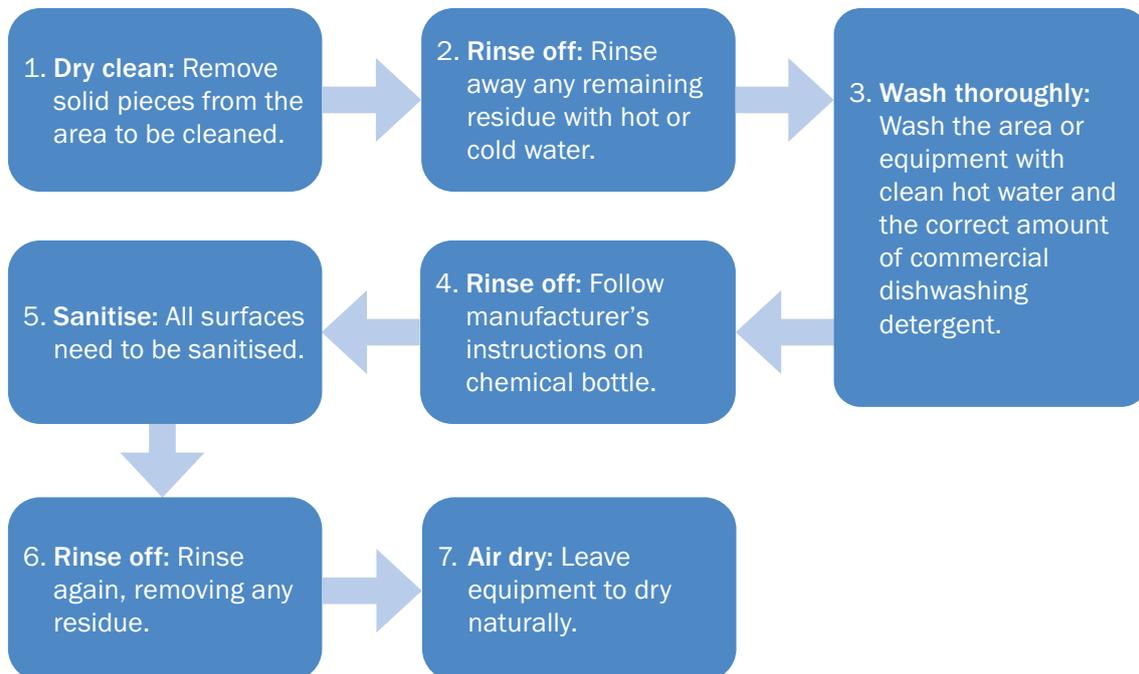


Gowns or aprons

- ▶ Gowns and waterproof aprons act as barriers between workers and contaminants.
- ▶ Gowns must be worn if there is a possibility contamination or if there is a known presence of pathogens.

Cleaning is the removal of surface dirt and grime; however, this process does not always kill bacteria. Sanitation is the process of killing bacteria by using a chemical, heat or a combination of both. In order to properly remove harmful bacteria, manual lifting equipment must first be cleaned then sanitised.

Cleaning generally involves seven steps:



Where possible, components of equipment, such as rails, bars and belts, should be cleaned by immersing the equipment for thirty seconds in water that exceeds 77 °C. If this is not possible, appropriate chemicals must be used according to your workplace procedures.

Once the equipment has been cleaned and sanitised, allow it to air dry. Air drying minimises risk of re-contamination by removing moisture that encourages new bacteria to grow.

Example**Stow away mobility equipment**

Jill works as a mental health support worker for My Care Services. She helps move clients from their beds and relocates them around the facility for appointments, meals and social events.

Jill often uses trolley walkers, wheelchairs and portable stretchers, depending on the task and the condition of the client.

On this occasion, Jill has just finished transferring a client from his room to the dining area using a wheelchair. Once the client has finished their meal, Jill is required to transfer the client back to their bed. She then takes the wheelchair back to the storage area and neatly parks it as per her workplace's procedures.

By placing the wheelchair back in the correct location, other staff will be able to access and use the equipment when needed.



Practice task 8

Question 1

Why is it important to check all mobility equipment after it has been used?

Question 2

What procedures do you need to follow to clean and sanitise equipment after it has been used? Tick all that apply.

- Use the required PPE, including disposable gloves and an apron.
- Use approved cleaners and sanitisers as per manufacturer's instructions.
- Conduct a quick visual inspection after use to look for any bacteria.
- Dispose of gloves and cleaning materials using the correct bins and wash your hands.
- Dispose of any mobility equipment once cleaned.

Question 3

Why is it important to return all mobility equipment to its rightful location?

3B complete reporting requirements

The final step when moving clients is completing workplace reporting requirements.

Good documentation and record keeping practices ensures there is evidence of the task being completed. This helps workers and organisations comply with legislation and information privacy laws.

Information privacy and confidentiality

Records must be completed on time and stored correctly so they can be easily located and referred to when required.

Most organisations use electronic record keeping systems that allow workers to input information directly into an electronic database. These systems may be password-protected, which limits access to authorised staff and protects the privacy of the person accessing the service.

Some organisations rely on paper-based records. These documents should always be kept in safe and secure locations according to workplace procedures. All personal information must also be kept confidential from all unnecessary people.

Case notes must be completed immediately after a task is finished.

Each workplace will manage information in their own way and specify individual standards for storing and securing personal and sensitive information.

You may need to document the:

- ▶ date and time of the task
- ▶ pick-up and destination points if moving a client from one location to another
- ▶ safety incidents or hazards
- ▶ behaviours or indicators of abuse or neglect.

There are many reasons why you must document client information:

- ▶ It allows staff to see what action was taken.
- ▶ Supervisors and other senior staff can monitor the client's progress.
- ▶ If workers are absent or unavailable, others can read the document and provide continuity of care for the client.
- ▶ It helps to ensure files meet professional standards and maintain the reputation of the organisation.
- ▶ It assists any auditing and legal components required by government regulatory agencies.
- ▶ A history of care can be used to reflect on the strategies and actions that did and did not work.

Furthermore, all injuries, accidents and near misses must be reported. If an injury requires first-aid or medical treatment, only a staff member who has completed the necessary first-aid training is permitted to undertake this.

Every workplace will have a designated form for support workers to complete when reporting an injury or accident. The relevant WHS specialist will then analyse the information provided in incident reports. This analysis identifies ways to reduce or remove risks from the workplace in the future.

Writing case notes

Clients receiving support will have an information file kept about them.

Client records may be referred to as case notes or file notes. They may be hand-written and stored or electronically recorded and filed.

Adhere to the following guidelines when creating case notes:

Be objective	Only report the facts and don't include opinions or assumptions.
Be concise	All workers struggle with a busy workload and don't have a lot of time for note writing. Only report relevant information that is essential to the task that has been completed.
Be clear	Other people will be reading your; keep in mind the information needs of these readers and use plain English that is easily understood.
Be timely	Write your notes as soon as possible to ensure you include all the relevant information.
Be thorough	Ensure your notes are complete. By omitting relevant information, you may be diminishing the quality of care provided to people because decisions could not be made effectively.
Be simple	Avoid using personal abbreviations so your notes can be readily understood by other staff members.
Be diligent	Spell things correctly. Your note-writing reflects your work practice and so it should be professional; use a dictionary if necessary.
Be specific	Each entry in a person's file must be dated and it should be specified whether the information is taken from an interview or telephone conversation.
Be precise	All relevant interactions with clients, carers, family members and organisational staff must be documented.
Be smart	Never record incriminating information about the person. These records may be used as evidence in court, so seek guidance from your supervisor.

You can source online information from the following sources:

- ▶ **Office of the Australian Information Commissioner:** aspirelr.link/oaic
- ▶ **Department of Health:** aspirelr.link/dep-of-health
- ▶ **Safe Work Australia:** aspirelr.link/safeworkaustralia

Example**Completing client case notes**

Bronwyn is a Community Support Worker for Vic Care. She has just moved an elderly client named Ken from his bed to his wheelchair in order to transport him to his physio appointment.

Bronwyn has successfully completed the task and now needs to complete the case notes for the job before she can move on to the next task.

Bronwyn records the date, times, movement details and purpose of the task. Bronwyn also notes that Ken's condition was healthy and his attitude was positive and there were no incidents in the task. Bronwyn saves the report according to her workplace procedures.



Practice task 9

Question 1

What information do you need to report after completing a client movement task? Tick all that apply

- Information about safety incidents
- Date and time of the task
- The safety and performance features of the equipment
- Pick-up and destination points
- Details of conversations had with the client

Question 2

Which of the following statements relating to information privacy and confidentiality are correct? Tick all that apply.

- Client notes should always be kept in safe and secure locations.
- Passwords for recordkeeping systems may be shared with friends or family members.
- Personal information about clients may be shared with any of your co-workers, even if they do not have an impact on the client.
- All personal information must be kept in an area that is not accessible to individuals and members of the public.

Question 3

Why should you complete your client case notes as soon as possible?



Summary

- ▶ Return all manual lifting equipment to its rightful location to ensure other users can locate the equipment when needed.
- ▶ Check equipment for damage.
- ▶ Clean and sanitise the equipment to remove contaminants.
- ▶ Complete the workplace reporting requirements as per policy standards.
- ▶ Report information thoroughly to maintain a record of the client movement task.
- ▶ Complete records in a timely manner and store records according to workplace requirements and privacy laws.



Learning checkpoint 3

Complete assistance with movement

Part A

1. Which of the following statements relating to equipment use are true? Tick all that apply.

- When returning equipment, you should check to ensure it is clean and safe to use for the next task.
- The location for returning and storing equipment will vary depending on your workplace set-up and policy.
- You should return all equipment to its rightful location at the end of your shift.
- It is good practice to check equipment for damage on a monthly basis.

2. What procedures should you follow if you identify an equipment fault. List at least **three** examples.

3. What procedures do you need to follow to ensure that equipment is clean, safe and accessible to future users? Tick all that apply

- Inspect the equipment for any damage.
- Leave the equipment at the client drop-off point.
- Clean and sanitise the equipment and return it to its rightful location.
- Where possible, let equipment air dry once it has been cleaned and sanitised.
- When cleaning and sanitising equipment, only use PPE if you are susceptible to skin irritations.

Part B

Read the case study and then answer the questions that follow.

Case study

Heath is a support worker at Angel Care. Today, he is required to help Ranjith move from his bed to the dining room. When assisting Ranjith, Heath must ensure his client is comfortable and that movements are conducted safely. Heath must also ensure that he operates all equipment in accordance with organisational policies, procedures and the manufacturer's instructions.

After assisting Ranjith into a dining chair, Heath returns the wheelchair to its correct location so that other clients and workers have access to the equipment. On this occasion, Heath identified a tear in the seat of the wheelchair. While this did not result in an incident, he reports the hazard and isolates the chair as per workplace policy.

1. Why is it important that Heath checks the wheelchair for any signs of damage when returning it to storage? Tick all that apply

- To raise an expenditure claim for more equipment
- To ensure the safety of future users
- To ensure faulty equipment is reported and isolated
- To ensure equipment faults are reported as soon as possible in accordance with workplace policy

2. List **three** types of information that Heath should include when reporting the fault in the wheelchair?

3. Identify **two** ways Heath can ensure the privacy and confidentiality of Ranjith's personal information when completing his report?

