**Morning Care Scenario**

Edgar is a student Health Care Assistant doing his clinical work at a long-term care facility. Today he is caring for Mrs. Jean Jamieson, an 80-year-old woman who has urinary incontinence and wears a brief.

Mrs. Jamieson prefers to have her morning care done in bed or at the bedside as she easily tires and experiences shortness of breath on exertion.

She recently showed signs of confusion. Lab work has been ordered to rule out a urinary tract infection.

**Act 1**

*Edgar is walking along hallway. He has supplies (washcloth, basin, no rinse cleanser, towel for drying, incontinence brief) in his arms. He arrives at Mrs. Jamieson’s room, knocks gently on the door, enters the room, and puts the supplies on the bedside table. He walks over to Mrs. Jamieson’s bedside to gently wake her by touching her shoulder and speaking at the same time. Mrs. Jamieson is lying on her side facing away from Edgar.*

Edgar: Hi, Mrs. Jamieson. I’m Edgar, the Health Care Assistant student. I came here to help you with your morning care. Are you ready to wake up?

Mrs. Jamieson: Oh, who are you?! HELP! HELP! There is a man in my room! HELP!!

**Question: Mrs. Jamieson is clearly frightened. What should Edgar do next?**

1. Leave the room immediately and pass on the care to a female Health Care Assistant. (**Incorrect**. Feedback: Edgar should consider what interventions he can try before asking another Health Care Assistant to take over his responsibilities.)
2. Try to orientate her to person, place, and time. (**Correct.** Feedback: Check mark.)
3. Get a staff member who is more familiar with her care to help calm her. (**Incorrect.** Feedback: Edgar should consider what interventions he can try before asking a staff member to take over his responsibilities.)
4. Ignore her as she is probably confused from a urinary tract infection, and she needs care. (**Incorrect**. Feedback: A video clip shows where Edgar tries to bring a washcloth to Mrs. Jamieson’s face, and she continues to scream and flail her arms at him.)

**Act 2**

Edgar: It’s going to be OK, Mrs. Jamieson. I was here last week. We met and we talked about your dog and your daughter.

Mrs. Jamieson: You know my daughter Beth? I had forgotten where I was. What is your name?

Edgar: My name is Edgar, the Health Care Assistant student. I know it must be hard to remember who you are and who I am. But don’t worry, I’m here to help you.

Mrs. Jamieson: Oh, my daughter Beth and Jeffie came to visit yesterday. Are you going to help me?

Edgar: Absolutely. I’m going to help you. Let's start with washing your face and then we can go from there.

**Question: Once Edgar has washed Mrs. Jamieson’s face, what is the next step?**

1. Clean under the axilla, perform front peri-care, and then give a back massage. (**Incorrect**. Feedback: Consider other areas that need to be cleaned.)
2. Clean under the axilla and under the breasts, then get Mrs. Jamieson up to the toilet to urinate. (**Incorrect.** Feedback: Mrs. Jamieson has trouble walking and always wears a brief.)
3. Clean under the axilla and breasts, then clean her hands. Get Mrs. Jamieson partially dressed in bed and then provide front peri-care. (**Correct**. Feedback: Check mark.)
4. Clean under the breasts and then clean her hands. Provide front peri-care and apply a clean brief. (**Incorrect.** Consider other areas that need to be cleaned.)

**Act 3**

Edgar: OK, Mrs. Jamieson, now that we are all done with the front part of your care, I would like you to roll over so I can finish cleaning you and put a brief in place.

Mrs. Jamieson: Ok.

*Mrs. Jamieson turns over to the side, and Edgar lifts the sheets to finish care. (Screen shows the frontal view of Mrs. Jamieson, and not her back.)*

Edgar: Hmmm, looks like you have reddened area on your back. It’s about the size of a loonie.

*Show a stage 1 pressure sore on the coccyx area of the mannequin.*

**Question: What should Edgar do now?**

1. Move on to the next step of care and report that Mrs. Jamieson has a reddened area once the morning care has been completed. (**Incorrect.** Feedback: A reddened area should be assessed as soon as possible by Mrs. Jamieson’s nurse.)
2. Look for a cream to apply, then move onto the next step of care. He can report the issue later. (**Incorrect.** Feedback: Do you know your school’s medication delivery policies? Remember you must follow those policies.)
3. Ask Mrs. Jamieson questions about how long the reddened area has been there and how painful it is. This will help determine if she needs further treatment. (**Incorrect.** Feedback: Edgar cannot diagnose; he can only report what he sees to the health care team.)
4. Use the call bell to call a staff member to assess the reddened area. While waiting, move onto next steps of care. (**Correct**. Feedback: Check mark.)

**Act 4**

*A nurse, Fran, is at the bedside, holding some cream. Edgar is next to her. Mrs. Jamieson is covered and lying on her side.*

Fran: Great work using the call bell to come and get me, Edgar. This is a stage 1 pressure ulcer. I’ve put some cream on it to prevent it from getting worse. So now you can continue with Mrs. Jamieson’s care.

Edgar: OK Fran, thank you.

*Fran takes off gloves, uses hand sanitizer, and exits the room.*

 Mrs. Jamieson: Are you almost done? I am getting so hungry.

Edgar: Yes, I'm almost done. I just need to finish cleaning you.

**Question: How should Edgar provide appropriate peri-care to Mrs. Jamieson?**

1. Obtain Consent. Use one section of a cloth to wipe her anal area and then one section to wipe her vagina. **(Incorrect**. Feedback: Gaining consent is a very important step. However, the vagina should be cleaned before the anal area to reduce the risk of infection.)
2. Obtain consent and wipe both her anal and vaginal areas with the same section of a cloth. (**Incorrect**. Feedback: Gaining consent is a very important step. However, using the same section of the cloth to wipe the anal area and then the vagina can create a risk for infection.)
3. Wash the anal area, wiping from the perineum to the anus with one stroke. (**Incorrect**. Feedback: Perineal care of the anus does consist of wiping front to back to prevent pushing bacteria into the vagina and urethra. However, Edgar has missed another important step.)
4. Obtain consent. Then clean the anal area by wiping from the perineum to the anus in one stroke. (**Correct.** Feedback: Check mark.)