

STUDENT HANDOUT
Situations: Reflections on Person-Centred Care

DIRECTIONS: Review and discuss the following situations. What is there about each situation that reflects person-centred care and what does not? Could the situation have been handled differently? If so, how?

Joan is a Health Care Assistant working in a complex care facility. She enjoys her work a lot – especially, as she says, “working with my sweet little old ladies.” Joan is well-organized and makes every effort to assure that the clients in her care are safe, clean, and comfortable. Today, when she completed bathing Mrs. DeVito, Joan dressed her in a flowery dress and placed a bright red bow in Mrs. DeVito’s white hair, saying, “There you go, dearie. You look so cute.” Mrs. DeVito is deaf so she didn’t hear Joan’s comment. She just smiled and nodded.

The instructor enters a room where a student, Evira, is giving a client a bed bath. The instructor stands on the opposite side of the bed from Evira and talks directly to her, saying, “We will have our group meeting at 11:00 a.m., Evira. See you then.” The instructor immediately hurries out of the room.

An HCA, Alex Ipe, is working for a home support service in a small city. He was recently assigned to provide care for a rather cantankerous older gentleman named Gordon. After his first two visits to Gordon’s small apartment, Alex feels frustrated and discouraged because he can’t seem to please Gordon. Alex decides to talk with an experienced colleague, Viv, in hopes of getting some helpful advice. After hearing his concerns, Viv responds by saying, “Well, you know how it is with these old guys. They are all like children – just so picky and needing attention. It can be pretty frustrating, I know, but you mustn’t let it get to you.”