

NC Department of Health and Human Services
NC Nurse Aide I Curriculum

Module P
Family Support
 July 2019


Objectives

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

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Family

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



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Family Support



Encouragement, assurance and sense of connection for the resident by blood relatives or groups of individuals close to the resident

Family/Family Support – Importance (1)

- Gives sense of connection
- Helps with difficult decisions
- Gives assurance
- Offers support and encouragement



Family/Family Support – Importance (2)

- Helps meet needs
- Decreases loneliness
- Provides comfort, support, familial contact, mental stimulation, and reasons to live



Family/Family Support – NA's Role (1)

- Orient to facility and how it works
- Learn and use names
- Get to know family
- Learn family routines
- Value culture and family traditions



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Family/Family Support – NA's Role (2)

- Create a positive and trusting relationship
- Support family role
- Communicate
- Be respectful and kind
- Encourage expressions of emotions



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Family/Family Support – NA's Role (3)

- Reassure family
- Provide explanations/refer to supervisor when necessary
- Honor family wishes, if possible
- Allow time for privacy
- Permit family to assist with care if resident agrees



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Family/Family Support – NA's Role (4)



- Encourage family to assist with feeding/ dining if safe and resident does not object
- Encourage family to bring special foods or beverages for resident, if allowed

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Family/Family Support – NA's Role (5)

- Use tact with complaints and requests that cannot be honored
- Avoid involvement in family affairs
- Be sensitive when asking family to leave



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Family/Family Support – NA's Role (6)


After family visit ends, observe effects on the resident; report negative effects



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Family/Family Support – Remember...



Friends or neighbors may act as family members

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Family/Family Support – And Finally.....



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

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