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.

Family

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

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

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
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

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

Family/Family Support – NA’s Role (6)

After family visit ends, observe effects on the resident; report negative effects
Family/Family Support – Remember...

Friends or neighbors may act as family members

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

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