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

Module P
Family Support

July 2024

Objectives

1. Describe the importance of family and family support to the resident

2. List measures the nurse aide can do to support family members of residents

Family

A group of people related by blood, marriage or 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 Support - Importance

- Gives sense of connection

- Helps with difficult decisions

- Gives assurance
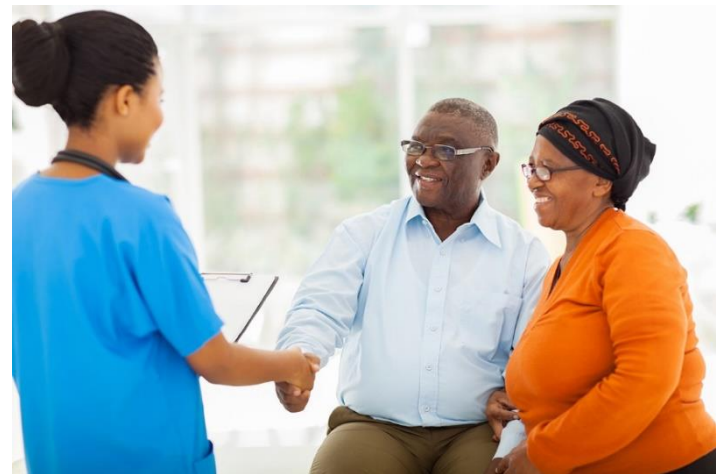
- Offers support and encouragement

Family Support - Importance

- Helps meet needs such as safety, security, love and belonging

- Decreases loneliness

- Provides comfort, support, familial contact, mental stimulation, and reasons to live

The Nurse Aide's Role in Family Support

- Orient family to facility and how it works

- Learn and use names

- Get to know family

- Learn family routines

- Value culture and family traditions

The Nurse Aide's Role in Family Support

- Create a positive and trusting relationship

- Support family role

- Communicate

- Be respectful and kind

- Encourage expressions of emotions

The Nurse Aide's Role in Family Support

- Reassure family

- Provide explanations and refer to supervisor when necessary

- Honor family wishes if possible

- Allow time for privacy during visits

- Permit family to assist with care if resident agrees

The Nurse Aide's Role in Family Support

- Encourage family to assist with feeding or dining if safe and resident does not object

- Encourage family to bring special foods or beverages for resident, if allowed

The Nurse Aide's Role in Family Support

- Use tact with complaints and requests that cannot be honored

- Avoid involvement in family affairs

- Be sensitive when asking family to leave resident's room

The Nurse Aide's Role in Family Support

- After the family visit, observe effects on the resident

- Report any negative effects

Family Support – Remember

Friends or neighbors may act as family members

Family Support – Remember

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

The End