



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.**

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**

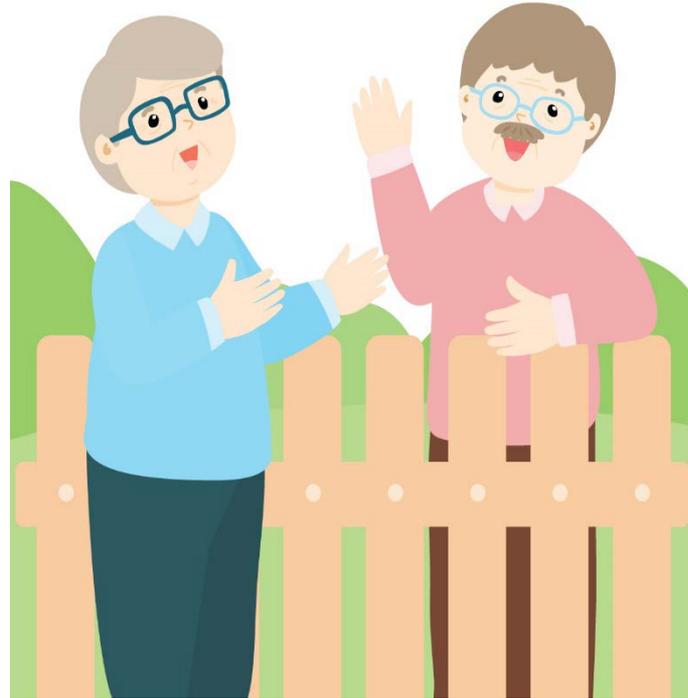


Family/Family Support – NA's Role (6)

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