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
• 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