

Support a person wellbeing and quality of life

Script

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Please note: This script may vary slightly from the videos.

Segment 1 - Introduction

Slide 2 What is quality of life?

In this segment, I will talk about what is quality of life through a holistic approach and look at the physical, mental, emotional and spiritual aspects of providing care and also help you understand yourself as well.

Slide 3 What is quality of life?

One of the most important things in people’s lives is **how happy and satisfied** they are. This is called their quality of life.

Slide 4 Quality of life

Quality of life is **different for every person** because it’s about them having their **individual needs met and how those needs are met**. So for you, this means, what needs have you had met that make you feel happy and satisfied, even content with life.

Slide 5 When all your needs are met?

If all your needs are met, your quality of life is high. You **laugh a lot and feel content**. You are **unlikely to complain** much for there is nothing to complain about.

Slide 6 When all your needs are not met?

If none of your needs are met, your quality of life is low. You feel **dissatisfied, grumpy and sad**. You may also **cry** a lot and are more likely to **complain** as well

Slide 7 Types of Needs

There are four types of needs that need to be met to enable to you feel happy and content. These are your **Physical, Mental, Emotional and spiritual** needs so I will talk about each one in more depth in the next slides.

Slide 8 Physical Needs – about your body

Firstly, anything to do with your physical needs are **about your body**. It includes such things as **food**, do get enough of the right food to eat to support your body. If you don't eat enough of the right food, you feel tired and lethargic.

It also includes **exercise**. Keeping fit enables you to keep active and move around doing your daily activities and work. If you do extra exercise it helps you to sleep better and improves how you do your work too. You are less likely to feel tired and lethargic – you have more energy.

It is also about the amount of **sleep** you get as well because when you get a good night's sleep, your body replenishes and repairs itself getting you ready for the next day. You certainly know when you have not had enough sleep don't you? It is harder for you to keep going the next day.

Slide 9 Physical needs

Physical needs also mean, the amount of **fluid** you give yourself. If you don't drink enough, your body cannot function. It will not flush out the toxins and waste in your body and you will feel lethargic and tired.

Also **how kind you are to your body** is important too.

If you are in the habit of taking **recreational drugs or drinking alcohol**, this will affect your physical health and wellbeing especially if you over indulge. It is really hard to feel on top of your game if you are suffering from a hangover so taking care of your physical health includes drugs and alcohol intake as well.

So, you see, looking after your physical body is really important for your health and wellbeing and help your body to function well.

Slide 10 Mental needs – about your brain

Now your mental needs are about your brain. Keeping your brain healthy means to keep **using it and learning new things**. It is about **how you think**. Things that might challenge you but help you to **build healthy, strong neurones** that talk to each other. Neurones are the basic working units in your brain. These are specialised cells in your brain that send messages to every part of your body. So, you need to keep them healthy and functioning well.

Slide 11 How to keep your brain healthy

Some of the things you can do to help this might include **doing things that interest and you like doing or things that challenge you**, like solving problems or doing crosswords. **Learning new skills** is another way as is eating a healthy diet and keeping your blood pressure down.

Slide 12 How to keep your brain healthy

A good way to stimulate your brain and promote good brain health, is with training. As I said learning something new and **keeping your brain stimulated**, helps to build strong healthy neurones as well as enable you to be a better caregiver.

It is also about the way you think. Being **open to new ways** in which to do things is good for your brain as well because it stimulates your brain. Avoid being stuck and rigid in your thinking as this does not promote good brain health. So along with looking after your physical body, you need also look after your brain and nourish it with **healthy thoughts** and new learning. No body uses their brain to full capacity so stimulate it as much as you can with knowledge and healthy thoughts.

Slide 13 Emotional – about your feelings

Now emotional needs are about how you feel. Emotions often **govern you to such** an extent you can be either in control of out of control. Emotions can have either a **negative or positive affect on your life**. How you feel, **affects your relationships**. When we allow our emotions to take over our life, this can have a very negative impact on your mental health so you may have to learn how to manage your emotions. A negative outlook on life can push people away while a positive outlook will draw people to you.

Slide 14 How to help with your emotions

If you feel like your emotions are getting out of control and you need some help to manage them you might need to have **someone to talk to** help you get a better perspective on life. Counsellors can help you here.

Another way to help keep your emotions in check and have a healthy outlook on life is to **avoid getting caught up in gossip and negative talk at your work**. This can cause a downward spiral to your team and also make you very unhappy both at work and at home.

If you are having problems at home, this can impact on your emotional health. You can bring this energy to work which will impact not only on your health and wellbeing but those you are caring for. So, **seek help if you need some assistance** in this area and find someone to talk to be it your manager, a trusted colleague or a professional counsellor.

Slide 15 Spiritual – about your spirit within

Spiritual needs can often be a bit difficult to define but one thing for sure is that you cannot not be a spiritual person. Essentially it is about the **type of person you want to be** and **connecting to what you think is important that nurtures the spirit within you**.

Slide 16 How to meet your spiritual needs

If you are religious, this might be about **connecting with your religion or a church**. Attending church may nurture your soul.

If you aren't religious, then this might be about **doing good things in the world**. Giving back to others. This makes your spirit feel good.

It could also be **communing with nature**,

Slide 17 How to meet your spiritual needs

It may be that **getting lost in doing some painting or something that connects you with a higher power or to your inner self**.

Some people **find meditation** a way to get in touch with their inner self while others find the use of prayer beneficial. I once heard prayer described as talking to God while medication is listening to God. Yoga and Pilates may also do the same thing for some people.

So, looking at the whole picture, a person's needs are often connected to something be it God, nature, meditations or prayer.

Segment 2 – Meeting your needs and the needs of your client

Slide 1

In this segment, I will talk about how being a support worker meets your needs and also how you can help meet the needs of your clients.

Slide 2 Your Physical needs

As a support worker, your job meets many of your needs. Your Physical needs are met by your work as it helps you **stay fit and active**. Your work also **pays you wages so gives you an income**, which allows you to buy food and other things you need. It also provides you with some **independence** to be able to take care of yourself or not rely on others.

Slide 3 Your mental needs

Your mental needs are met by **stimulating you to think about other people and how you can help them**. You also **stimulate your brain through learning and growing as a person**. This will make you a more interesting person than if you were staying at home doing nothing or doing repetitious boring work. Being a support worker **helps you engage with the real world** and gives you a lot of interesting things to talk about. It may even inspire you to go on and doing more education.

Slide 4 Your Emotional Needs

At your work, you get to talk to and connect with people including your clients and workmates. Being at work **prevents you from sitting at home feeling bored and lonely** or maybe even getting **depressed** as this will impact on your emotional health.

You see your emotional health affects your mental health and vice versa. Having something to do in your day, helps you see the world differently

Slide 5 Your Spiritual Needs

You may find that helping people in your job makes you feel **valued and worthwhile** which could be helping you with your spiritual needs. Spiritual needs **means having some purpose and meaning in life**. Your clients may have difficulty having to cope with their change in circumstances or health status can affect their spirituality.

Slide 6 Your Spiritual needs

You can do this by showing them respect and **helping them to cope** with their change in circumstances, **by listening to them** and helping them **renew or find some purpose in life**. You can also help by keeping them occupied by doing something meaningful. Leaving them sitting in their room or by themselves can be very harmful to their spiritual health as well as their mental and emotional health.

Slide 7 Your client's Physical health

When you work with peoples it is really important that you consider their physical health. This means you will have to help them to **keep physically active** and not enable them by letting them sit in a chair for a long period of time.

You may enjoy thinking of things that will help the people you support, and maybe you like solving problems at work. You will also need to help **take care of the nutritional needs** of your client as if they are not eating or eating a healthy diet, this will impact on their physical health and wellbeing.

You also need to make sure their **hydration needs** are taken care of as well. You need to make sure they do not become dehydrated which can make them really unwell. So, supporting a person to keep

a healthy physical body is really important. Now think of some ways in which you help meet the physical needs of your clients?

Slide 8 Your client's Mental needs

What you tell yourself will create your reality. For a person having to **adjust to receiving care** or even **moving from their family home** to a residential facility, can be difficult to accept. The way a person adjusts to their change in situations will depend on what they are telling themselves. Their thoughts and self-talk will affect their mental health and how well they settle. You may have noticed that some people are very accepting and some people always complaining or moaning and find it difficult to settle in to their new surroundings or situation.

The people who have accepted their lot, that this is how it has to be for them or have made the decision themselves that they can no longer do everything for themselves, rarely complain, are pleased to see you, are great to talk to and quite easy to look after. They have a **healthy and positive outlook on life and their mental health is robust.**

Those that complain all the time, maybe cry a lot, never seem to be happy with their lot are those who have not accepted their situation and have a lot of mental health issues **and have a negative outlook on life.** They are more likely to become depressed, angry and irritable so they will take a lot more of your time and energy. You need to understand these people and rather than complain about them and how difficult they are, just think about how you would cope if placed in a similar situation. All people need compassion and understanding from the people who provide care for them.

Slide 9 Your client's Emotional needs

You may find that your clients have emotional health issues through coming to terms with not being able to look after themselves or having to leave their family home. Each person is different the way they manage their emotions.

Most people never plan to leave their own home or lifestyle. I bet you don't even consider it yourself, do you? Can you imagine not being able to look after yourself? Well, all the people in your care were the same as you. Having to **adjust to such a dramatic change in** their lives is not easy and they may dwell on and long for the life they used to live. This can cause **depression, sadness and loneliness** for them if they are not able to get themselves out of this negativity. Their **grief can be overwhelming** for them sometimes. You can help them by listening to them and helping them through the process and reporting any of the problems that are affecting their health and the adjustment they have had to make to their life circumstances. Take a moment to reflect on how you would cope if faced with a similar situation?

Slide 10 Your client's spiritual needs

Spiritual needs are not handled well as a rule because it is not fully understood as to how to meet them. Spiritual needs are connected to hope. **Loss of hope or hopelessness is very disabling** and affects a person's mental, physical and emotional health which impacts on their health outcomes. So, you need to be aware that many of your clients, may have lost hope that they will get well again and go home while others may always remain hopeful they will go home even though you know it won't happen.

Being in care may also mean that maybe for the first time, they have to **face their mortality.** While many older people do not fear death, they more often than not **fear the process of death.** They don't know what to expect and fear the discomfort and isolation as well as the loss of control.

Slide 11 Your client's spiritual needs

While dealing with death is just part of your job, have some thought for the person and their family at this time. While it is a fact of life, the actual process will vary from person to person. Having their spiritual needs met prior to this time will help them in the process of dying. So, you need to understand that spiritual needs are part of everyone's life and it is your job to help support them while in care.

Many people through their life span may not commune with "God" as you may know it, but once faced with the situation where they are heading towards the end of life, in order to seek some meaning they may want to **renew a relationship with their "God"**. They are trying **to seek meaning to their situation and help their transition from this life**. Having an understanding that a person has spiritual needs, which will vary from person to person how they are met, will help you to move from an average caregiver to a great caregiver.

Segment 3 - Te Whare Tapa Whā

Slide 1 Index

While much of this is covered in the last two segments, I now want to discuss Te Whare Tapa Whā that is used as a model of healthcare. This model is a framework that makes health care delivery easy to understand

As I said in the segment 1, when we talk about quality of life, it's important that we look at the whole picture of what's happening in a person's life which is a holistic approach to care.

Slide 2 What is Te Whare Tapa Whā Model?

Well Te Whare Tapa Whā is a holistic health model that means "the house with four walls". This is another way of looking at people's needs and seeing how they all connect.

In this model, as with all houses, it has **4 walls as a framework that holds the house together**.

Slide 3 What do the walls relate to

The walls relate to the different parts of ourselves which **make us a healthy person that contributes to our wellbeing and quality of life**. Each of the four walls of Te Whare Tapa Whā are **equally important**. They hold each other up, as well as support the roof of the house. To help you get a better understanding, have you ever tried to build a house using a pack of cards, dominos, blocks or books? If you have been lucky enough to get one standing, what happens when you take away one of the walls? The whole house crumbles, doesn't it? Well the Te Whare Tapa Whā model illustrates that all the parts of your health are important and when one is out of kilter it can affect the other parts of us. Now lets look at each of the four walls.

Slide 4 What are the four walls?

These are Taha tinana, Taha Hinegaro, Taha Whānau and Taha Wairua. All of these need to be strong for you to be healthy so I will describe each one in the next slides

Slide 5 What is Taha tinana | Physical health

Firstly, let's look at Taha tinana. This is about the physical health is **about your body**. You need to look after your body because if it becomes **sick it can affect the rest of your health?** For example, being unfit or unwell can cause depression.

Slide 6 Taha Hinengaro

So, if your physical health or your body is unwell it can affect your taha hinengaro/mental health which means it has an **effect on your mind and your emotions**. This also means if you are mentally sick it will have an effect on your physical body. So, for example, if you are stressed or unhappy at work, you are more likely to get physically sick.

Slide 7 Taha Whānau |

This is about **family relationships**. Your family relationships are about **how you relate to the most important people in your life and how you support each other**. So, if you're not getting support from your whānau, you are more likely to become physically and mentally unwell.

Slide 8 Taha Wairua

Now your spiritual health is also important. This is about **knowing the type of person you want to be and your place in the world**. For some people, this includes following the rules of their religion. **Having purpose in your life** can help you connect better with people and improve your taha whānau/family relationships.

So you see, just like in the last segment, when your life is in harmony, and the 4 walls of your house are strong and sturdy, so is your health and wellbeing. When one of these walls crumbles or is shaky, so is your health and wellbeing. Always strive for balance in your life.

Segment 4 - Factors that influence health and wellbeing

slide 1

There are also general factors that can help a person's overall quality of life so in this segment I will discuss those that are positive, and those that are limiting and how you can help a person.

Slide 2 Positive factors

If you have **high self-esteem** and you **feel good about yourself** and you celebrate and acknowledge **what you have achieved**, this can have a big effect on their mental health and overall quality of life.

Slide 3 Positive factors

Also, when you have **family and whanau support** from the people around you and you **have plenty of love** as well as support, and you **know you are valued and respected**, this will help you improve all parts of their health.

Slide 4 Positive factors

When you belong to a **community and have friendships** these are often as important as family as just like a family and whanau, when a person has friends and are productive and useful members of their community, their friends and community will support them. This too, will impact on your health and quality of life. This is really important for you as well as those in your care as many support workers have left family or whanau in another city, town or even country. If this is you, you will need to have strong community relationships and friendships to help sustain and nurture you for without them you will become sick, physically, mentally and spiritually.

Cultural support is also a positive factor. When your culture is supported and valued, this can help their overall health and quality of life. If you have not connected with your roots, and you don't

know who you are or where you belong, you may feel like a part of you is missing. You need to find that part for you to feel whole again. When people leave their cultural roots behind through shifting to the city or to another country, they need to reconnect somehow or they will feel empty and lost – a part of them is missing.

Doing what you love and enjoy are important too. When a you keep up your hobbies and interests, it can help all parts of your health. If you are not enjoying your job, you will feel lethargic, unhappy and not want to go to work. Everything in life has to bring some joy to you or you will become unwell mentally and physically. This is important for those in your care too. While they may not choose to have someone care for them, you can make it as pleasant and positive for them as you can.

Slide 5 Limiting factors

There will always be things that limit what you can do. It could be that you cannot always go to **church on a Sunday because you have to work**. It could be that you **can't get to do the things you** would like to do because you **don't drive or have a car**. You may have **literacy issues that you think prevent you from doing training** while this may be limiting for you, there are ways in which it can be overcome so you can reach your potential. These are called limiting factors. The people in your care will have many factors that limit them to what they can do. You need to know the limiting factors for the people you support, so you can help them reach their potential. Sometimes there will be gaps between what you want to do and what you can do. Quality of life is about doing the best we can with the things we have.

Slide 6 Limiting factors residents

For people living at home or in residential care, may be **decreased mobility** which prevents them from doing the chores around the house or even attend to their own hygiene or toileting needs

Sickness that prevents them from feeling well enough to do things. They could be in pain from arthritis which severely limits them.

Memory loss may limit them in their ability to find things in their home or in their room so you may need to help them find things.

There many other limiting factors for clients or residents so you need to be aware of what some of the limiting factors a person may have that influence their health and wellbeing.

Slide 7 Factors that influence Mental health and wellbeing issues

Feeling positive and well in our minds is important to everyone. With the people you support, there are many factors that could affect their mental health. If you have a **disability, then remaining positive may be quite difficult** in trying to adjust to your change in physical mobility.

Loss and grief is another area that can influence a person's mental health. When a person loses someone or something important to them, they will go through a grieving process, which will affect their mental health. Have you ever lost someone really close to you or even leaving your home town or country and family can cause you to go through the grief process?

Memory loss or confusion. These are common conditions in older people. Not being able to trust your own mind can be very upsetting and cause a person to become depressed or at the other end of the spectrum, angry and not being able to remember.

Slide 8 Factors that influence mental health and wellbeing

Low self-esteem. Self-esteem means how well a person thinks of themselves and how well they like themselves. This can have a big effect on mental health and overall quality of life. So, if you don't feel good about yourself, this will influence your mental health.

Social isolation can also influence your mental health and wellbeing. We are social animals. When our disability prevents us from getting out and meeting people or people don't come to visit you, you can become depressed and create all types of sickness within yourself. Social isolation is a silent disease where people are afraid to ask for help. When you go to do cares for a person, they may come up with all sorts of things to delay you leaving their home or their room. This is all a way for them to have their needs met – the desire not to be isolated from others.

Slide 9 Factors that influence Physical health and wellbeing issues

When a person's body is **unwell or unable to do some things, it will affect their quality of life.** For example:

Changes in how their body looks and works. These changes will affect what they can do physically and how they feel about themselves.

Financial situation. If a person can no longer work or their medication is expensive, they may worry about their financial security, which can affect their mental and emotional health. They may also worry about how they are going to pay for the residential care.

So, you see, there are many things that can affect a person's quality of life and health and wellbeing. These are just a few examples. See what other examples you can come up with.

Slide 10 Factors that influence emotional health and wellbeing

If a person is being abused by a family member, regardless to the type of abuse, it will have a huge effect on a person's emotional health which of course affects their mental health. They may cry, withdraw or become depressed. Family abuse is devastating for a person as no one ever believes their children or other family members will steal from them, verbally abuse them, strike them or withhold care or medications.

When family are absent and they feel all alone can affect them emotionally too. Parents long to hear from their children but in today's society, many children move overseas or to another town which means they are not available for their parent. They have their own lives and families to take care of so the parent gets left out which makes them very sad.

If a person loses the ability to communicate through a stroke or some other disease, this can not only be very frustrating for them, they can't make themselves understood. While they may be able to understand you, they cannot make you understand them which can lead to a person just giving up and not expecting or asking for anything to get their needs met. They withdraw.

Slide 11 Factors that influence Spiritual health and wellbeing?

For many people going to church has been a part of their life. If they cannot get to church anymore then they will feel spiritually bereft and grieve for the comfort and solace they used to get from the church. When a person becomes absent from a group, often they become forgotten. No one thinks to set up even a telephone tree or arrange a visit from the spiritual leader to come to their home. This can severely affect their spiritual health and wellbeing.

Not being able to get into the garden anymore or attend a garden club and no alternatives set in place for them to commune with nature either can leave them spiritually malnourished.

Some people get their spiritual needs by attending a meditation group. Not being able to meet up with likeminded people will also influence a person's spiritual health and wellbeing.

Segment 5 - How to support people's quality of life

Slide 1

As a support worker, you will be working as part of a team to support a person's quality of life. You will probably not be responsible for writing personal plans for the people you work with, but you are responsible for carrying out the instructions for care on the Person Plan so it's important you know where to find the information you need. So, in this segment I will talk about personal plans, how you can support a person and your role in reporting and recording.

Slide 2 Personal plans

The Personal Plan will be written by the team supporting a person will work out what is important to them. It will be **compiled by a health professional** and will be done together with the **person being supported** so they have their needs met. Sometimes the person writing the Personal Plan will involve the person's **family and whānau**.

Slide 3 Personal Plans

It could also include other significant people involved in the person's care like an **occupational Therapist or Physiotherapist**. Sometimes a **Social Worker** may add information that will make up the Personal Plan. All this information then becomes part of the person's personal plan of care. So, you see information is gathered from a variety of people to ensure the person gets all their needs met.

Slide 4 Example of Kate

If we take the example of Kate who is in her seventies and is **losing her mobility**. She now needs a walker to get around. Kate says that one of the things she **misses most is gardening**. Working on her garden **helped her emotionally, mentally, spiritually and physically**.

Slide 5 Kate's Assessment

Kate can't get out in her garden anymore because she **can't go down steps** to get there and **can't kneel** to get to the plants on the ground. On top of this she is **unsteady on her feet** even with a walker and she is a falls risk. Gardening will be noted on Kate's personal plan as something she is very interested in. The team will work out a way that she can keep doing it.

Slide 6 How to Help Care for Kate

Well it could be that Kate could have some **raised garden beds installed** so she can work without kneeling. This would depend how much money Kate has and if she is able to get outside. So, she may need to have a **physiotherapy assessment** to see if there are ways in which her mobility can be improved. It could also mean that an **Occupational Therapist** could come in and assess her access to getting outside. It may also **depend on how much family/whanau support** she has too as Kate may only be able to get out into the garden when they visit.

Slide 7 How You Could Help Care for Kate

If it is not feasible for Kate to get outside to do gardening and one of your roles is to take Kate shopping, you could include offering to take Kate shopping **to buy some pot plants** for her to have indoors but the plants **need to be easy for her to access and close to water** so she doesn't have to

carry a watering can too far. Spilling water may be a trip and fall hazard for her. So, while indoor gardening could help Kate do what she loves and it will have to be accessible for her and not likely to cause her more harm.

Slide 8 Your Role

So, it is important to support the person in what they want to do, not in what we think they should want. Everybody is different. Your role is to add to the assessment of **what Kate can do** and **not do** so documentation becomes really important. Writing down how Kate has managed her indoor plants for instance, is important to report. If she is **loving managing the plants** on her own, then that is great but if she is **struggling to** even water them, then you need to report this.

Slide 9 Your Role

Is it because she cannot physically get to them with her **deteriorating physical health** or has she completely **lost interest in them**, then this is significant too as her mental health may be suffering. Does she find it emotionally upsetting because she cannot do what she used to be able to do and becoming **depressed or withdrawn**. So, you see everything you note about Kate is important and you need to report her progress or lack of progress to someone to ensure you provide the best care possible for her.

Slide 10 Where would you find the Personal Plan

This will depend on where you work. In residential care, each person will have a **personal file**. The personal care plan will be in this file and you need to read it daily to catch up on any changes in care.

In home care, you may have an example of the **plan with you** on what you need to do. The major plan may be kept at the office, but you need to know what you have to do when you visit Kate.

You will also need to have somewhere you can write notes to keep the family informed of Kates progress. The family may have a **communication book or client notes**, or you may be required to complete notes after each visit to feed back to your supervisor. It is important that you **follow the policies, procedures and protocols of your organisation**.