Emotional Support in Aged Care
Training Fact Sheet

Purpose
To provide staff an understanding of Emotional Support – Aged Care Accreditation Standard 3.4. This expected outcome requires that:
Each care recipient receives support in adjusting to life in the new environment and on an ongoing basis. The focus of this outcome is on results for care recipients.

To achieve this:

- Care staff demonstrate care recipients are supported in adjusting to the new environment.
- Care staff demonstrate care recipients’ emotional status and needs are identified and met on an ongoing basis.
- The effects of unknown events on care recipients’ emotional needs are identified and supported.
- Care recipients/representatives confirm the support provided by the home is appropriate and effective in meeting care recipients’ individual needs and preferences.

How do we ensure this?

- What support and information does the home provide to care recipients before moving into the home to help prepare them for life in the residential aged care home?
- How do we ensure ongoing support at regular intervals?

Actions:

Document it!

- Complete care recipients’ emotional profiles on their existing support needs and preferences
- Respond to critical episodes, for example, family crises, deaths within the home, change of environment
- Record each care recipient’s history, current situation, transfer information and any adjustment needs to life in the home
- Consult care recipients/representatives and others (for example, social workers or chaplains), about emotional support needs and preferences
- Identify care recipients at risk of requiring additional emotional support such as on an anniversary or historical event
- Plan and communicate emotional support to relevant staff
Consider:

- How is the care recipient provided with an orientation to the home?
- Is extra support provided during the settling-in period?
- Are ongoing actions for progressive adjustment used?
- Is the role of family and significant others considered in orientation and the ongoing lifestyle plan for the care recipient?
- Is emotional support delivered consistent with the home’s plan?
- Are concerns about emotional health referred to the care recipients’ medical officers and other relevant health professionals?
- Does the home regularly evaluate and review the way emotional support is delivered to determine its effectiveness in meeting the needs of the care recipients?

We also need to provide evidence:

- Ensure staff are competent and monitored to meet the emotional needs of care recipients including in relation to the use of assessment tools and methods of facilitating emotional support
- Ensure each care recipient’s ongoing emotional needs and preferences are identified
- Assess the effectiveness of current strategies
- Monitor assessment tools for effectiveness and appropriateness

Emotional Support – Putting People First

Because we care!