

# A Professional Approach to Dealing With

## Difficult Situations with Relatives in Aged Care

Date: Monday, 14th July 2008

Study Day for Nurses and Allied Health Care Workers.

### Aims and Objectives

The aim of this program is to offer a forum for aged care workers to explore ways of dealing with difficult situations which involve relatives and significant others.

At the completion of this program it is expected that the participant should be able to:

- reflect on the significance of the kinship between an older person and their relatives.
- prevent unnecessary sources of tension between relatives and staff.
- know what to do if an adverse incident occurs between relative(s) and staff member(s).
- know how to break bad news to a relative.
- appreciate the best way to handle a complaint.
- examine aspects of professional accountability.

### The facilitator for this seminar is:

#### **Sue Forster**

*Nurse Consultant and Educator. Sue is a registered nurse who has worked extensively in both clinical and nursing management positions in the private and public health care sectors. Her background includes working as a nurse in the British Defence Forces. She has also worked as a Director of Nursing in Queensland. As well, she has extensive experience working as a nurse in protective services. Sue's clear thinking and stimulating presentation style makes her a very competent and popular presenter.*

*Sue is the co-editor of the highly successful Ausmed book and audio entitled: 'Aged Care Nursing: A Guide to Practice'.*

### Organised by Ausmed Conferences

**ATTENTION NURSES** This day earns **5.5 Continuing Nursing Education (CNE) points**

as part of the Royal College of Nursing, Australia, Lifelong Learning Program.

The College recommends that nurses should aim to achieve 30 CNE points per year.

This study day has been endorsed by APEC No. 04083036 as authorised by Royal College of Nursing, Australia according to approved criteria.



**Venue:** Nurses Memorial Centre,  
431 St Kilda Road,  
MELBOURNE, VIC. 3004  
(Enter via Slater Street)

**Enquiries: (03) 9375 7311**  
**An electronic copy of this program can be found online**

**[www.ausmed.com.au](http://www.ausmed.com.au)**

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8.30 **Registration and Enjoy a Refreshing Drink**

9.00 **Looking, Listening and Responding**

Reflections on the meaning of kinship and connecting bonds between frail elderly people and their relatives. Within the health care system, how are relatives' rights asserted and protected?

- \* Discussion of the need for two-way clear communications.
- \* Why is maintaining unconditional positive regard important?
- \* What are the characteristics of facilitating communications?
- \* The key role of empathy in searching for an understanding of the perspectives of relatives of elderly people.

9.45 **When Conflict Arises**

- \* Is some degree of conflict between staff and relatives inevitable?
- \* What can be done to prevent unnecessary sources of tension?
- \* An overview of trouble-shooting approaches. The importance of comprehending that sometimes only a partial resolution is possible.
- \* When might formal meetings between staff and family members be indicated?

10.30 **Morning Tea and Coffee**

11.00 **Identifying and Handling Dysfunctional Behaviours**

- \* What are workable strategies when responding to relatives who may be manipulative?
- \* What to do when hostility escalates into verbal aggression?
- \* Responding to rudeness and behaviours requiring constant attention.
- \* If an adverse incident involving a relative occurs, what should you do?
- \* What signs might lead you to suspect that a relative is mentally unwell?

*Workshop Topic:* Other dysfunctional behaviours encountered in relatives and how to manage them. Feedback and Discussion.

12.30 **Lunch Break and Book Display**

1.30 **Breaking Bad News to Hostile Relatives**

- \* Which approaches are useful when carers need to convey unsettling information?
- \* How to encourage people to adjust to new realities.

2.00 **Handling Complaints From Relatives**

Recommended processes for investigating and responding to complaints, firmly yet fairly, using a solution-focused, team approach.

3.00 **Afternoon Tea and Coffee**

3.30 **Fearful Silence Versus Saying "Sorry"**

- \* Which factors interfere with the ability of nurses/carers to always tell the truth? When mis-communications or adverse events occur where blame needs to be acknowledged, what usually happens?
- \* An examination of professional accountability and the power of apology in health care.

4.15 **Close of Study Day and Evaluations**

# Registration

**Venue: Nurses Memorial Centre,  
431 St Kilda Road,  
Melbourne.**

We recommend you travel to this venue by public transport. Tram numbers 3, 5, 16, 64 and 67. Alight at Tram Stop 23.

Accommodation—contact Ausmed.

**Refunds and cancellation:**

A standard handling charge of 10% is deducted from the registration fee upon written notification of cancellation. We regret no refund can be offered if notification occurs less than **two weeks** prior to the event.

To Register:

Fastest registration occurs online.

- **Online:** www.ausmed.com.au
- **Post :** Ausmed Conferences, PO Box 4086, Melbourne University, Parkville, Vic 3052.
- **Fax :** (03) 9375 7299
- **Tel:** (03) 9375 7311
- **Email:** ausmed@ausmed.com.au

To obtain a Tax Invoice prior to paying simply register online and click the invoice option.

Registration includes lunch, refreshments and education notes.

Please register     **person(s) for \$200 plus GST = \$220**

Enclosed is a cheque or money order. Credit card (Mastercard or Visa).

**Please add \$5 if paying by credit card to pay for bank costs.**

My credit card number is:

.....

Please print name on card

.....

Expires /

## REGISTRATION FORM -PROFESSIONAL APPROACH/DEALING WITH DIFFICULT SITUATIONS ... IN AGED CARE

Registration for this event to be held on Monday, 14th July 2008 Melbourne.

Name: .....Position: .....

Workplace: .....

Address: .....Postcode.....

Telephone ..... Fax: .....

Email: .....@.....

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