

# A Professional Approach to Dealing With

## Difficult Situations with Relatives in Aged Care

Date: Tuesday, 11th March, 2008.

Study Day for Nurses and Allied Health Care Workers.

### Aims and Objectives

The aim of this program is to offer a forum for nurses and other 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.

### Your facilitator for this study day is: **Jane McFarland**

*Jane is a highly experienced clinical nurse and teacher whose postgraduate qualifications include a Graduate Diploma in Health Administration and a Master of Education. Currently she teaches enrolled nursing students at TAFE, and also students in the Bachelor of Social Science degree at Edith Cowan University (ECU).*

*She is experienced in, and knowledgeable about, aged care nursing and has written several external education packages (gerontology stream) for ECU. As well, Jane has been involved in several research projects for Silver Chain Nursing Services and the Australian Institute of Family Studies.*

*She has a practical and dynamic approach to teaching.*

### 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:**  
**Comfort Inn Bel Eyre Perth,**  
**285 Great Eastern Highway,**  
**Belmont, Perth. WA.**

**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?
- \* How to respond to rude and demanding behaviours.
- \* 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

**Comfort Inn Bel Eyre Perth,  
285 Great Eastern Highway,  
Belmont, Perth. WA.  
Accommodation**

*Please contact the hotel directly.*

Tel: (08) 9327 7000

*No onsite car parking.*

### 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 /

Signature .....

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

Registration for this event to be held on Tuesday, 11th March 2008 in PERTH.

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

Workplace: .....

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

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

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

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