



MANAGEMENT ANSWERS

BUILDING RELATIONSHIPS

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Candidate Name.....

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BUILDING RELATIONSHIPS

'Treating people with respect and dignity builds good relationships'

Good relationships are the foundation for a comfortable work experience. Following are some guidelines for establishing good relationships:

ALWAYS KNOCK WHEN ENTERING A PERSONS' ROOM.

- Remember that this is the clients' living quarters. Provide the privacy and courtesy you would show people in your own home.

INTRODUCE YOURSELF

- Some people have difficulty remembering names, state your name whenever you enter a clients' room to avoid confusion or embarrassment.

ASK HOW THE CLIENT WISHES TO BE ADDRESSED

- Many elderly clients' prefer not to be called by their first names

PROVIDE COMFORT

- Pay attention to each clients' needs, Provide adequate ventilation, warmth, light and quiet

SUPPORT INDIVIDUAL RIGHTS AAND CHOICE FROM WITHIN THE LIMITS OF YOUR WORK ROLE

- Encourage clients' in your care to express their wishes and needs

BE COURTEOUS AND RESPECTFUL OF VISITORS

- Family and friends influence the well-being of clients' in your care. Provide privacy as desired, if you need to give care, politely ask the visitors to leave and then advise them when they can return

MAINTAIN PRIVACY AND DIGNITY AT ALL TIMES

- Everyone wants to be loved and have friends with shared interests. Regardless of age, clients' are sexual beings with sexual desires. You must deal with sexuality in a mature, professional manner
- Allow plenty of privacy, and do not interfere with consenting partners as long as no one is in danger of physical harm. If problems arise, ask your manager how to handle the situation

OFFER CHOICE

Choices encourage independence, whenever possible, offer choice. For example; your schedule may permit you to give someone a bath now or in 30 minutes. Offer the client a choice,.

GUIDANCE

- Be specific with the clients' the options available
- Stick to your promises
- Let the client know if you are going to be delayed
- If a client is unable to make choices, take the clients' interests into account before making a choice on behalf of the client
- Give a clear explanation when a clients request cannot be granted or if the request is restricted
- Do not allow yourself or others to be manipulated
- If you have concerns about offering choices, seek advice from the appropriate person

