

Using Behavioural Care Plans in Practice – Food Service Worker

Setting: A medical unit

Characters: Luciana, a Food Service Worker (she/her); Mr. McDonald, Patient (he/him)

Luciana, a food service worker in a medical unit, is delivering a meal to Mr. McDonald, a newly admitted dementia patient being treated for a medical condition.

Luciana arrives at the patient's room with a meal tray.

When she does her point-of-care risk assessment, she notices a violence risk alert posted outside the door.

What does this mean for Luciana?

Text on Screen:

A: The Violence Risk Alert means that Luciana should stop and seek more information. The information will help her decide whether to proceed and how to do so safely.

Luciana pauses, recognizing that the alert is an indication to seek more information before entering.

However, she does not have direct access to the patient's behavioural care plan.

Following her employer's procedure, Luciana finds the nurse assigned to that patient.

She approaches the nurse and asks about the patient's behavioural care plan to ensure she is aware of any stressors to look for and the precautions or techniques she may need to follow.

After speaking with the nurse, Luciana learns Mr. McDonald may feel threatened by sudden movements.

She should announce herself calmly before entering. And she must maintain a safe distance and avoid standing too close.

If Mr. McDonald shows signs of an emotional crisis, she should exit immediately and alert the care staff.

With this information, Luciana does another point-of-care risk assessment.

Luciana follows the guidelines that the nurse told her were in the behavioural care plan.

She enters slowly and calmly, introducing herself and announcing her purpose.

She places the meal within reach while keeping a safe distance.

She respects the patient's needs by avoiding unnecessary conversation and exits quickly.