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**Assistant Chaplain’s Online Orientation**

**Module 5:**

**Discerning Patient Needs.**

**Module 5 Case Study 1: Bill**

**Needs and Referrals for a resident in Aged Care.**

Task:

* Read through the Case Study.
* Create a document.
* Cut and Paste questions below, inserting your responses.
* Save and email to [onlinetraining@ballaratchaplaincy.com.au](mailto:onlinetraining@ballaratchaplaincy.com.au)

You have been visiting at the Daisy Hill Nursing Home for a few months now and have come to know many of the residents. Last week, you were introduced to a new resident – Bill – by the Lifestyle Coordinator and he is on your list to visit again today.

Bill is in his late 80’s. He is widowed and has 3 children – Jennifer, Michael and Elizabeth. Until a few months ago, Bill was still living at home. However, after a fall at home and time in hospital to recover from a broken hip, Bill has reluctantly become a resident at Daisy Hill and uses a 4-wheelie-walker to get around.

You stop at the door to Bill’s room and greet him. He doesn’t remember you from last week but invites you to come and sit down for a chat anyway. The conversation flows easily enough, and you cover topics such as his late wife (her name was Jean) and family, his work (he used to be a science/maths teacher in the government secondary school system), church involvement and his love of his football team.

Every so often in the conversation though, he pauses to seemingly collect his thoughts. When conversation returns, you notice he either goes over the same topic again or switches completely. You also note that while he remembers events & people from a while ago, recent events, such as the fall which broke his hip are a bit hazy for him.

Bill again pauses mid-topic then says something which startles you. “I think they’re taking my money”. You ask him who he thinks is taking his money, to which Bill replies “the kids”, but when pressed on the topic, he moves on and continues talking about something else as if nothing had happened.

You make a mental note to speak to a staff member about this when the conversation with Bill has concluded.

Questions:

1. You decide to write up some notes on your conversation with Bill and the outcomes/follow-up you recommend. Write up a set of notes including:
   1. A description of the conversation.
   2. What you think some of the issues are for Bill.
   3. Who you think Bill could be referred to.
2. Who would you present this document to and why?
3. How would you continue to support Bill over the coming weeks?