



One day Caregiver Feeding

An outline for instructing and for a Discussion
after Viewing the Video



To directly view the video in English:

<https://www.eshelnet.org.il/MetapelEnglish>

To select a different language to view the video:

<https://www.eshelnet.org.il/Metapel3Parts>

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Minutes

Subject

00:10 – 04:07	Nursing practitioner's communication with the patients and staff
01:40 – 04:07	Professional Guidelines
02:17 – 04:07	Eating Environment
04:08 – 07:09	Rules for feeding the patient - prior to the meal
07:44 – 10:00	Rules for feeding the patient - during the meal
10:01 – 11:00	Rules for feeding the patient - after the meal

The instructing outline in four parts:

1. General guidelines
2. Detailed instructing outline
3. Summary of the tutorial and the discussion
4. Abbreviated instructing outline

General Guidelines:

- target Audience: patients in the community and in institutions
- Number of participants: approx. 15
- Duration of the video: 13:10 minutes
- Instruction time: 45-60 minutes
- Required aids:
 - o Version of a movie that is suitable for the spoken language of the participants: Hebrew, English, Arabic or Russian;
 - o Quiet room;
 - o Chairs organized in a semi-circle facing the screen;
 - o Printed observation pages (appendix A) and writing tools for the participants
 - o White Board and writing tools for the host;
 - o Screening equipment: computer, projector, screen, internet connection.

Layout of Extended Guidelines

The layout includes background, case study description, guidelines for before and during the video screening, topics and questions for discussion after the video viewing.

Background

Yossi is a nursing caregiver. He is a young, married father of one.

In the beginning of the video, there is a scene of him having breakfast with his family. During which, he is distracted looking at his cell phone while eating and when pouring milk to his coffee, it spilled.

It is obvious that he is distracted and nervous/stressed.

He is rushing to get to his new job in the geriatric home.

It seems that his wife is not happy with his behavior and she reminds him to call the plumber.

In the entrance of the old age home, Yossi notices an elderly man dressed in a white suit, sitting and smoking.

Yossi entered the Home and meets, Shula, a nurse who demands an explanation for his tardiness and wheather he remembers the guidelines for care giving.



Shula expresses her concern whether he was fit for the job and then rushing him to begin work.

The case scenario takes place in the dining room of the geriatric department.

Two patients were sitting at the table waiting for breakfast to be served. Yossi was holding two trays of food, one for each and placed both trays at



Introduction:

1. Describe to the participants the reason for viewing. Explain that they are about to see a video that is 13:10 minutes that focuses on feeding the patient.
2. Read the background and the case described above.
3. Pass out to the participants a viewing page (which is attached as Appendix A) and provide writing tools.
Direct them to the three subjects expressed on the page and ask them to take notes for each subject while watching the video. They can also note thoughts, feelings and questions that arise which will be discussed in the group after they finish watching the video.
4. Play the video in an area that enables viewing and learning. Turn off the lights and ask the participants to mute their cell phones. Make sure that there is a quiet atmosphere with no talking.

After watching the entire video:

Talk about everybody's emotions

Gather the participants' feelings and thoughts and assess the subjects that are important to them. It is important that each participant express their opinion.

1. What feelings did you experience from watching the video?
2. What thoughts did you have while watching the video?

Write their answers on the board.

Subjects and Questions for the Discussion

A. Communicating with the Patients and Staff

Time: 0:10-4:07

Inform the participants that they will watch a section of the video that is about 4 minutes long and ask them to focus on the behavior and communication of Yossi, the caregiver, towards the patients and the attitude from the other members of the staff toward Yossi.

After viewing the clip

Description of Facts

1. Which patients are introduced in the clip?
2. How would you describe Yossi's body language, tone, listening skills and choice of words to the patients?
3. How would you describe the tone, choice of words, body language and eye contact by the professional staff to Yossi?
4. Was an explanation provided to the patients as to what was going to happen?
5. Did the professional staff explain to Yossi his role and what is expected of him?

Understanding the Reasons for Actions

1. What do you think was important to the patients?
2. What do you think was important to the staff?
3. What do you think was important to Yossi?

The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast

1. Was Yossi's behavior to the patients respectful with regard to eye contact, tone, choice of words and attention when feeding?
2. Was an explanation provided to the patients before each action?
3. Did they treat the patient as a person? Did they call him by his name? Did they ask about his well-being and ask if he was hungry/full during the meal?
4. How did the staff treat Yossi?
5. How was the communication between Yossi and the staff members?

learning from the individual case to the general role

1. How do you think disrespectful communications affect the patient and the way he is eating?
2. Based on your experience, can you give any examples?
3. Based on your experience, what could be the effect of disrespectful communication by the professional staff to a caregiver?
4. Did you experience a similar situation? How did it affect you?

B. Professional Guidelines

Time: 1:40-4:07 minutes

Tell the participants that they will be watching a video clip about 3 minutes long and ask them to focus on the professional guidelines and on the question how does the auxiliary staff: Yossi and the other staff members are applying them.

After watching the video:

Description of Facts

1. Did Yossi ask what were the professional guidelines?
2. Did Yossi follow the professional guidelines?
3. Did Yossi report to the staff about the patient's eating difficulties?

The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast

1. What are the main problems that you noticed during breakfast?
2. Was Yossi provided with specific guidelines to perform his job?
3. Does Yossi know what is the correct consistency of the food?
4. Did Yossi know the guidelines for the patient: what he can and cannot eat and drink?
5. Do you think that Yossi addressed the restrictions and needs of the patients?
6. Were the rules of hygiene followed?

learning from the individual case to the general role

1. Based on your experience, share how you are provided with nutrition guidelines, for example, the consistency of food and drink, pace of eating, sensitivity to foods and providing food supplements and how do you apply them?
2. Based on your experience, have you noticed any problems when the patient chews and swallows, for example, does the patient cough, does he eat too little, does he eat too fast?
3. Do you notice if the patient has certain food preferences? How is this handled in the department?
4. In your departments, do you generally provide as much independence as possible when eating to the patients?
5. Based on your experience, please share when a patient's preference for a place to sit and food choices were ignored.
6. Based on your experience, please shares when a patient's needs were ignored, i.e., aid equipment?
7. Please share the guidelines and knowledge you received regarding hygiene and avoiding infection when eating.

C. Eating Environment

Time: 2:17-4:07

Tell the participants that they will see a video clip about 2 minutes long and ask them to focus on the attitude of the auxiliary staff: Yossi and the other members of the staff concerning the eating environment.

After viewing the clip

Description of Facts

1. Was there enough light in the dining room?
2. Was the dining room a pleasant place to eat in?
3. Was the food served aesthetically?
4. Did the surroundings enabled the patient to eat independently?

The main problems during the meeting between Yossi, the caregiver, and the patients during breakfast

1. What are the main problems that you noticed during breakfast?
2. Discuss each of the following topics:
 - The height of the table
 - Position and distance of the patient from the table
 - Design of the room and the look and feel of the table
 - Aesthetics and the way the food was served to the patient
 - The patient's eating experience
 - Lighting and noise during the meal
 - Aiding tools that enable the patient to eat independently, i.e., adapted cutlery.

learning from the individual case to the general role

1. According to your opinion, what do you think should be done to make the dining room a comfortable and respectful place for eating? Do you have any ideas how to improve the eating experience in your own department?
2. Note two practical things that you will apply in the next meal that will improve the patient's eating experience in your own department?

Summary:

Yossi's Breakfast with his Family

1. Is there any similarity between the pattern of communication during breakfast between Yossi and his family and the communication that he had with his patients?
2. What are the differences in the eating environment at Yossi's home and the dining room in the department?



Concise outline



Minutes in the video

0:01 – 13:10



Subjects for Discussion

Discussing Feelings



Relevant Questions

1. What thoughts did you have while watching?
 2. What feelings did you have while watching?
-



Minutes in the video

0:10 – 4:07



Subjects for Discussion

Communication with the Patients and the Staff



Relevant Questions

Focus:

Pay attention to Yossi's attitude and communication with the patient, other patients and between him and the staff.

After watching the video:

1. Was the attitude to the patients respectful concerning eye contact, tone, choice of words, attention during feeding?
2. Was an explanation given to the patients as to what would happen prior to each activity?
3. Were the patients treated as individuals: were they referred to by name and where they asked about their well-being? Did they check how hungry/ full they were?
4. How did the staff treat Yossi?
5. How was the communication between Yossi and the staff?

Main Messages

1. Feeding is a process involving interaction and communication and is not only technical.
2. Importance of the persons' name: treating the patient as a person, personal treatment.
3. Respectful attitude: referring to each person separately, speaking respectfully, kind tone, choice of words.
4. Importance of providing an explanation to the patient about every aspect of feeding, i.e., type of food on the plate, placing an apron, what will happen and why.
5. Importance of providing an explanation to the patient and providing an update concerning changes, needs, and patient's condition.
6. Importance of respectful and informative communication between the members of the staff.



Minutes in the video

1:40-4:07



Subjects for Discussion

Professional Guidelines



Relevant Questions

Focus:

Pay attention to the professional guidelines.

After watching the video:

1. Did Yossi, the nursing practitioner, act according to their guidelines?
2. Does Yossi know what was the proper consistency of the food?
3. Was Yossi familiar with the guidelines regarding the patient, i.e., what the patient can/cannot eat or drink?
4. Did Yossi address the patients' needs and disabilities?
5. Was hygiene being addressed and followed?

Main Messages

Reference to the following aspects:

1. Consistency of food and drink.
2. Red flags when feeding, i.e., problems chewing and swallowing, coughing, pace of eating and feeding, patient safety.
3. Nutrition guidelines: i.e., food sensitivity, supplements that the patient takes.
4. Patient's ability to function when eating and to strive for independence.
5. Disabilities, i.e., blindness, use of aids, i.e., dentures, hearing aids, plate border and spoon.
6. The patient's preferences, for example, choice of food and choice of seat.
7. Hygiene and preventing infections.
8. Cleanliness and aesthetics for the patient and his surroundings.
9. Report to tending nurse.



Minutes in the video

2:17-4:07



Subjects for Discussion

Surroundings



Relevant Questions

Focus:

Pay attention to the look of the dining room.

After watching the video:

1. Was the dining room lighted?
2. Was the room respectful?
3. Was the room pleasant to eat in?
4. Would you eat there?
5. Was there a homey feeling in the dining room?
6. Was the food served aesthetically?
7. Does the environment enable the patient to be independent while eating?

Main Messages

Reference to the following aspects:

1. Height of the table in comparison to the patient.
2. Placement and distance of the patient from the table.
3. Design of the room and look of the table.
4. Aesthetics and serving of food to the patient.
5. The patient's eating experience.
6. Lighting and noise during the meal.
7. Accessories that enable the patient to eat independently.



Minutes in the video

4:08-11:14



Subjects for Discussion

Rules for Feeding

Before the meal (collecting information)

During the meal



After the meal

Relevant Questions

Focus:

What is the information that needs to be gathered at the beginning of the meal?

4:08-7:42 minutes

What are the primary actions and references during the meal?

7:45-10:00

What is the information that must be reported to the staff after the meal?

10:01-11:00

Summary of the Discussion and Guidelines:

1. Reflect the feelings that arose during the conversation.
2. Summarize the messages that can be seen from the movie:
 - Respectful and personal communication between the caregiver and the patient and between the nursing staff and the caregiver.
 - Applying professional guidelines.
 - strictly maintaining an hygienic, pleasant and appropriate eating environment.
 - Applying eating regulations before, during and after the meal.
 - Treating the patient in a personal, responsible and professional manner.





One day Caregiver
3 videos to watch live:
Feeding | Transferring | Family

