



Basics of communication and address



Learning objective: Respectful and appreciative interaction

Clear, friendly and attentive communication is important for successful support. Our language and body language directly influence our counterparts and their reactions.

Here are some useful tips for mindful communication:

- **Respect and appreciation:** Pay attention to how you communicate, both verbally and through your body language. A polite form of address and a friendly approach is important. For example, address each other politely by your first names.
- **Individual needs:** Responsively address the person under care. Take individual needs and preferences into account. Watch out for discomfort.
- **Understanding and patience:** Show understanding and be patient. A gentle warning that something is about to happen, or a soft touch on the shoulder can be beneficial.
- **Listening and understanding:** Listen actively and show interest. Let the person know if you do not understand something or have concerns.
- **Appropriate language:** Take note of whether the person understands you. Adjust the speed and volume of your speech accordingly. Make it clear if you do not understand something. Point to objects or use translation aids.

Good communication can improve both care and coexistence.

Quellen:

Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

Braunschweiger, C; Köder, C. (2022): Praxisanleitung Pflege: Lehrbuch für die Weiterbildung. Elsevier Health Sciences, München



Assistance in the event of loss of consciousness



Learning objective: Correct response in the event of a collapse or fainting

A collapse or fainting is a sudden and brief loss of consciousness. The affected person sinks into an armchair or falls to the floor and is unresponsive.

Carry out the following actions:

- Ensure that the person concerned is lying or sitting in a safe position. Check the surroundings for possible hazards.
- Speak loudly to the person and try to wake them up. Ask for their name and how he or she is feeling.
- Once the person is responsive again, check for injuries.
- Important to note: If the person is unconscious for longer than one minute, it is a case of unconsciousness - an acute emergency!
- Stay with the person until they have fully recovered. If necessary, measure their blood pressure, check their pulse, and offer them something to drink.
- Observe whether the person's condition remains stable and inform relatives about the situation.
- If you are unsure or if the condition deteriorates, seek medical help immediately and follow the emergency plan.
- Document everything about the incident.

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Assistance in the event of unconsciousness



Learning objective: Correct response in the event of unconsciousness

A prolonged loss of consciousness, for example for more than one minute, is an acute emergency! Provide first aid by carrying out the following steps:

- Schütteln Sie die Person sanft an der Schulter und sorgen Sie für eine sichere Umgebung.
- Gently shake the person by the shoulder and ensure a safe environment.
- Listen, look and feel, for a maximum of ten seconds, to see if the person is breathing.
- If there is another person in the household, call loudly for help and draw attention to the situation.
- If the person is breathing, place them in the recovery position.
- Different techniques are possible here.
- Remove restrictive clothing.
- As a final step, extend the neck and open the person's mouth. Check that the mouth is positioned so that any blood, vomit or mucus can drain away.
- Then dial the emergency services on 144 and continue to monitor the persons breathing.
- Follow the emergency plan and stay with the person until the rescue team arrives. Inform relatives about the situation.
- If necessary, measure blood pressure and pulse and document everything about the incident.
- If the person is not breathing, start resuscitation! Information and detailed instructions can be found on the website of the Red Cross. Attending a first aid course will improve your ability as a caregiver.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München
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Basics of mobilisation



Learning objective: Safe support for mobilisation activities

Limited mobility presents a challenge for people requiring support. With the right mobilisation measures, mobility and independence are maintained and safety is ensured.

- **Communication:** Speak clearly and respectfully to the person. Explain the procedure and the purpose of the process.
- **Promote independence:** Utilise the person's existing physical abilities. Allow the person to actively participate and do not take on any tasks that they can manage independently.
- **Use aids:** Use suitable aids such as grab rails or walking aids that meet the person's needs and support mobility.
- **Observation:** Perform movements gently. Watch out for signs of discomfort or pain and react accordingly.
- **Safety:** Remove tripping hazards and ensure clear paths. Make sure that the person is wearing suitable and non-slip footwear.
- **Self-care:** Take care of your own posture to protect your musculoskeletal system. Ergonomic techniques can help with this.

These measures help to safely support the mobility and independence of the person in your care.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

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Correct support when changing positions



Learning objective: Change positions safely

Here is a step-by-step guide showing how to safely transfer a person from a bed or sofa to an armchair or wheelchair.

Preparation: Explain to the person what you are doing and why, and check the area for tripping hazards. Encourage cooperation and independence. Make sure you wear non-slip footwear. If necessary, use aids such as non-slip mats or transfer aids.

Body position: Sit the person up. The person should sit upright and feel safe. Ensure that the feet are firmly on the floor. Place the armchair or wheelchair to the side of the sofa or bed and engage the brake.

Carrying out the position change: Ask the person to lean forwards slightly. Stabilise the person. At this point, the person can place their arms around your neck. Squat down slightly, lift the person out of the bed or sofa and turn them carefully towards the armchair or wheelchair. Gently place the person inside.

Review: Ensure that the person is sitting comfortably and securely in the armchair or wheelchair and feels at ease.

This guide will help you to carry out a position change safely and effectively.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

Braunschweiger, C; Köder, C. (2022): Praxisanleitung Pflege: Lehrbuch für die Weiterbildung. Elsevier Health Sciences, München



Support after a fall



Learning objective: Safe and gentle support after a fall

Carry out the following support measures after a fall:

Step 1: Assess the situation

Keep calm and reassure the person. Check for pain or possible injuries. If necessary, call an ambulance.

Step 2: Preparation

Explain what you plan to do and why. Allow the person to relax before getting up. For example, place a cushion under the person's head. Check the surrounding area for tripping hazards or other dangers. For example, place a stable armchair next to the person for support.

Step 3: Implementation

Turn the person to the side and help them to sit up slowly. For support, you can hold their hands or instruct them to hold on to the armchair. Sit the person gently in the armchair.

Step 4: Review

Stay with the person until they feel safe and offer further support. Continue to observe the person's condition for a while.

Step 5: Documentation

Document the incident and inform the responsible contact person.

Important: In case of severe injuries or discomfort, seek professional medical help immediately.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

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General information on hygiene



Learning objective: Understand and apply hygiene measures

Three hygiene areas are particularly important when caring for a person:

Hand hygiene: Wash your hands before and after certain activities, for example:

- Before preparing meals
- After using the toilet
- After coming home
- After contact with waste or animals
- Before and after contact with medication or cosmetics
- After blowing your nose, coughing or sneezing.

Personal hygiene: This includes personal care, skin hygiene and external appearance.

- Make sure you look well-groomed.
- Encourage the person in your care to become independent and take responsibility for themselves.
- Gloves or aprons can be worn when assisting with personal care or cleaning up after excretions.

Hygienic environment:

- Keep shared rooms and areas clean. Follow the household plan and specific cleaning rules.

By observing the hygiene rules, illnesses can be prevented, well-being improved and good health maintained.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

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Information on eating and drinking



Learning objective: Recognise needs and provide the right support

Good nutrition contributes significantly to health and well-being and is therefore important in care. Everyone has individual preferences and decides for themselves what, when and how much they eat and drink. These rules apply to people without specific diet plans or illnesses. Find out about any necessary guidelines or diets at the beginning!

To ensure good care, please note the following:

- **Create meal plans:** Create meal plans together that take everyone's preferences into account.
- **Avoid time constraints and pressure:** Avoid time pressure, coercion and patronising behaviour when eating and drinking.
- **Promote independence:** Promote the independence of the person in your care. If necessary, use aids such as thick handles or beakers.
- **Correct sitting position:** Make sure that the person is sitting upright when eating and drinking.
- **Recognise problems:** Some people refuse to eat due to dentures, swallowing difficulties or oral injuries. Be alert and get professional help if necessary! Keep records of eating and drinking behaviour in the event of problems.
- **Monitor digestion:** Changes in eating and drinking can affect digestion. Pay attention to the effects on digestion.
- **Drinking enough:** Make sure that the person in your care drinks enough fluids.

These measures help to recognise and take into account the nutritional needs of the person in your care.

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Altmann, K.; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

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Support with dressing and undressing



Learning objective: Safe and respectful support with dressing and undressing

To ensure successful support, the person's independence must be promoted and their individual needs and clothing style must be respected.

The following rules should be observed:

- **Announce actions:** Explain what you are going to do and make sure the person is standing or sitting stably.
- **Be calm and patient:** Support the person with calmness and patience, without jerky movements.
- **Privacy and dignity:** Especially in intimate situations, take care to preserve the person's privacy and dignity.
- **Take temperature sensitivity into account:** Choose clothing according to the person's perception of heat or cold.
- **Clean clothes and hygiene:** Make sure clothes are clean and encourage personal hygiene.
- **Observe the sequence:** When dressing people with limited mobility, start with the weaker side of the body.

By following these rules, you will help to provide the best possible support with dressing and undressing.

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Altmann, K; Keller, C. (Hg.) (2021): Pflegeassistenz Heute. Elsevier Health Sciences, München

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Safe and informed as a carer – Advice and support

This video will show you where and how you can get free advice and support if you have questions about care situations.

As a 24-hour carer, you have a great responsibility for the well-being of the person in your care. Your tasks include household activities and providing support in everyday life.

In special cases, you may also carry out nursing and medical tasks, but only after they have been explained, demonstrated and delegated to you by a qualified nurse or doctor. These so-called delegated tasks (Delegationstätigkeiten) are regulated by law.

You can find information on these tasks and on issues relating to personal care, for example, on the website of the Ministry of Social Affairs (Sozialministeriums) or the Austrian Federal Economic Chamber (Wirtschaftskammer). If you are still unsure about what you are allowed to do, contact your agency, the Professional Association for Personal Counselling and Care at the Austrian Federal Economic Chamber or the CuraFAIR advice centre of Volkshilfe for 24-hour carers.

Your concerns and interests are important for providing good care and creating a pleasant working environment.

You don't have to feel unsure - just ask!

Quellen:

Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz (BMSGPK) (Hg.) (2024): 24-Stunden-Betreuung zu Hause. Ein Überblick, Wien

Volkshilfe Oberösterreich (2024) [online] Startseite CuraFAIR <https://www.volkshilfe-ooe.at/dienstleistung/curafair/> [Zugriff am 13.11.2024]

WKO (2024): Gewerbe und Handwerk. Personenberatung und Personenbetreuung – Österreich [online] <https://www.wko.at/oe/gewerbe-handwerk/personenberatung-betreuung/start> [Zugriff am 13.11.2024]



Tips for everyday activities

Activities improve the mood, strengthen social bonds and ensure a varied daily routine. Depending on preferences, walks, cooking together or puzzles and card games can positively shape daily life. This is why they are very important in 24-hour care.

Regular exercise also has many benefits: It strengthens the muscles, maintains mobility and flexibility, promotes independence and thus improves well-being and quality of life. Here are some simple exercises that you can do together and even while seated:

- Bending arms
- Circling feet
- Shoulder raises
- Lifting legs and knees

Make sure that the exercises are safe and suitable. Some movements are unsuitable for people with certain illnesses or injuries.

Regular, adapted activities promote the health of the person in your care as well as your own.

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Quality Assurance in Home Care

Information on Home Visits for People Receiving Support for 24-hour Care

Quality assurance in home care is a free service for people with care and nursing needs. A specially trained health and nursing professional conducts these home visits. The visits support the 24-hour carer, the person in need of care and their relatives. The aim is to offer practical guidance, tips and advice on aids or additional services, as well as to collect statistical data.

The home visit is not an inspection of the 24-hour carer, but rather support for people with nursing and care needs. More home visits will be conducted in the future to improve the quality of care.

The Social Insurance Institute for the Self-Employed organizes the home visits on behalf of the Ministry of Social Affairs. You can find the rules for home visits on the website of the Ministry of Social Affairs or the Social Insurance Institute for the Self-Employed.

Quellen:

Sozialversicherungsanstalt der Selbständigen (2024): Pflege daheim. Pflegegeld und Informationen für pflegende Angehörige [online]. Sozialversicherungsanstalt der Selbständigen. <https://www.svs.at/cdscontent/load?contentid=10008.763422#page=29> [Zugriff am 29.10.2024]

BMSGPK (2024): 24-Stunden-Betreuung [online]. Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz. https://www.sozialministeriumservice.at/Angehoerige/Pflege_und_Betreuung/24-Stunden-Betreuung/24-Stunden-Betreuung.de.html [Zugriff am 29.10.2024]

BMSGPK (2024): Qualitätssicherung [online].- Bundesministerium für Soziales, Gesundheit, Pflege und Konsumentenschutz. <https://www.sozialministerium.at/Themen/Pflege/Qualitaetssicherung.html> [Zugriff am 29.10.2024]