

# WP3: ICWE Training Program

## Module 3: Skills and Competences for Informal Carers



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# Module 3: Introduction

- Module 3 focuses on training adult educators and care professionals to support informal carers, addressing the emotional and physical demands of caregiving. It focuses on equipping them with skills and competences needed to train and/or support informal carers
- Participants will gain theoretical and practical skills in key caregiving areas (e.g. personal hygiene, mobility support, medical management)

# Module 3: Learning Outcomes

- **Essential Caregiving Skills:** Personal hygiene, mobility assistance, and daily caregiving tasks.
- **Medical & Safety Management:** Medication administration and emergency response.
- **Communication & Technology:** Effective interaction, record-keeping, and use of assistive tools.



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# 3.1 Basic Caregiving Skills

- Personal Hygiene and Grooming
  - Hair Grooming
  - Nail care
  - Foot care
  - Bathing and showering
  - Perineal/Genital Care
  - Dental care



Click on the images to access the tutorial

# 3.1 Basic Caregiving Skills

## Personal Hygiene and Grooming

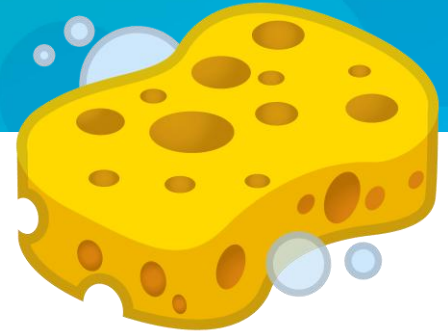


IMPORTANT!

- **Diabetes & Nail Care:** Individuals with diabetes need special assistance for nail care.
- **Hygiene & Safety:** Avoid using electric razors near water and follow a top-to-bottom washing order, cleaning the genital area last.
- **Personal Hygiene & Skin Care**
  - Thorough Drying: Prevent skin cracking and infections by drying all areas completely.
  - Focus on Skin Folds: Pay extra attention to areas where skin surfaces meet (under breasts, between toes and thighs).
  - Shaving Preparation: Have all necessary shaving supplies ready, including a razor, cream, towel, and mirror.



# 3.1 Basic Caregiving Skills



## Safety reminders

 **IMPORTANT!**

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- **Safe Transfers:** Use multiple caregivers if needed to transfer a person between a chair and the tub to prevent injury.
- **Supervision:** Never leave an individual unattended in the shower or tub.
- **Hygiene After Accidents:** Clean affected areas first, disinfect the tub, and use fresh water and linens for full bathing.
- **Electrical Safety:** Unplug all bathroom electrical appliances before bathing.
- **Seizure Response:** Protect the head, drain water, call for help, and follow first aid. Use a shower chair and lower to the floor if needed.

# 3.1 Basic Caregiving Skills

## Mobility and transfer techniques

- Safe Lifting, Transferring, and Positioning Techniques
- Proper Use of Transfer Devices
- Preventing Falls and Injuries



**IMPORTANT!** Know your limitations and save your back. If you feel a strain, get help; don't do it alone. This is for your safety and for the safety of the person you are trying to move. If you hurt your back, you aren't going to be able to care for someone else.



# 3.1 Basic Caregiving Skills

Safe Lifting, Transferring, and Positioning Techniques

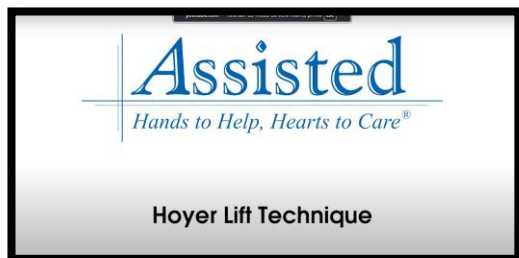


Click on the images to access the tutorial and the different rules



# 3.1 Basic Caregiving Skills

- Proper Use of Transfer Devices



Hoists/Hoyer Lift (Mechanical Lifts)



Gait Belts



Transfer Boards



Draw Sheet

Click on the images to access the tutorials

## 3.2 Medical and Medication Management

- Administering medication
  - Administer oral medications
  - Apply topical medications
  - Monitor medication schedules
  - Preventing medication errors
- Recognizing and responding to medical emergencies



## 3.2 Medical and Medication Management

- **Types of Support:** Includes reminding individuals to take medication, assisting with packaging, and administering medicines as needed. Care workers must be trained, competent, and regularly assessed.
- **Care Planning:** A detailed plan should document the person's needs, consent process, contact details, medication support methods, caregiver responsibilities, and review timelines.
- **Storage & Safety:** Medicines should be stored securely with controlled access. Regular checks ensure proper storage, especially for individuals with cognitive decline. If using a home fridge, ensure it is functional and monitored.



## 3.2 Medical and Medication Management

### Oral Medication Administration: Key Guidelines

- **Absorption & Effectiveness:** Oral medications are commonly used due to convenience, but absorption can be affected by digestion, food, and drug interactions. Some medications should be taken with or without food for proper absorption.
- **Safety Considerations:** Verify expiration dates, correct medication, dosage, route, and time. Monitor for adverse reactions, swallowing difficulties, and potential aspiration risks.
- **Proper Administration:** Ensure the person is upright for at least 30 minutes after taking medication to prevent aspiration. Stay with them until the medication is fully swallowed. For sublingual or buccal medications, keep the mouth moist and instruct the patient not to chew or swallow.



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# 3.2 Medical and Medication Management

## Topical Medication Application: Key Points

- **Purpose & Use:** Topical medications treat skin conditions like infections, dryness, itching, and inflammation. The active ingredient is mixed with a vehicle that affects absorption and consistency.
- **Types & Benefits:** Ointments provide the most moisture and absorption, while creams and lotions are easier to apply. Foams, solutions, powders, and gels serve specific needs, such as hairy areas or drying out the skin.
- **Selection Considerations:** Choice depends on the area of application, desired effect, and convenience. Some forms, like ointments, are more potent, while others, like lotions, work best for cooling or drying the skin.

## TOPICAL MEDICATION ADMINISTRATION

### Supplies



Topical medication



Put on  
Gloves



Gauze



Sterile  
saline to  
clean  
site

### Procedure

Verify medication.

Expose application site  
assess skin.

If necessary, clean  
the site using soap  
and water.

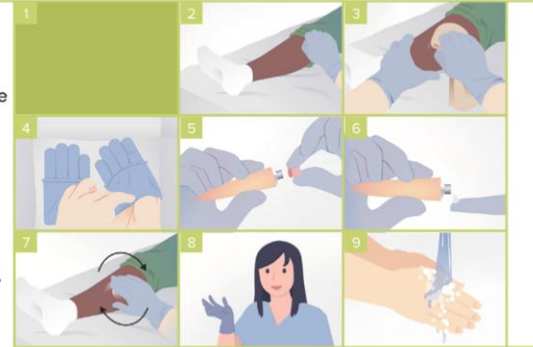
Perform hand hygiene,  
reapply gloves.

Open the topical  
medication.

Apply medication  
to gloved hand or  
directly to site.

Use smooth, gentle  
strokes to evenly  
apply medication  
to affected area.

Remove gloves,  
perform hand hygiene



Do not apply medication to skin that is not intact unless ordered to do so.

Be aware that lotions and creams may interact with medications.

If skin is dry or flaky, clean the area first and apply medication while skin is damp.

Do not vigorously rub medication into skin.

Remember that mucus membranes will absorb medications more rapidly than skin.

Routinely assess the application site.

## 3.2 Medical and Medication Management



### First Aid Kit

- **Basic Wound Care:** Gauze, adhesive bandages, wound cleansers, burn gels, and medical tape.
- **Emergency Tools:** Scissors, tweezers, gloves, ice pack, thermometer, and an emergency blanket.
- **Medications & Instructions:** Pain relievers (aspirin, paracetamol, ibuprofen) and first aid instructions.





## 3.3 Assistive Technologies and Devices



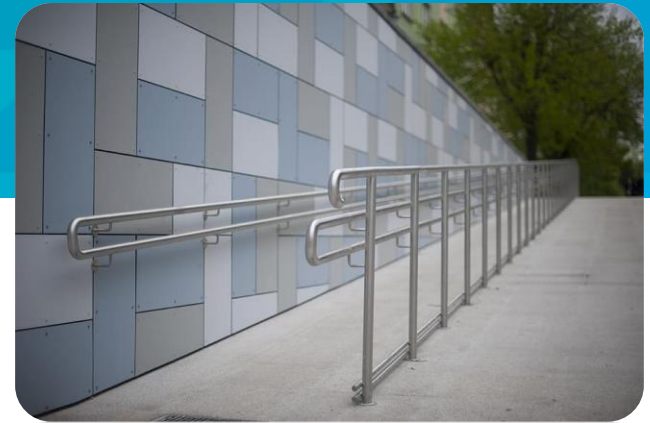
- Using mobility aids and adaptive equipment
  - Canes
  - Walkers
  - Manual or electric wheelchairs
  - Electric mobility scooters
  - Transfer boards
  - Patient Lifts



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# 3.3 Assistive Technologies and Devices

- Using mobility aids and adaptive equipment
  - Adaptative equipment
    - *Grab Bars; Raised toilet seats ; shower chairs; bathing aids: long-handled sponges or brushes*
    - *Reaching tools: grabbers or reachers*
    - *Adaptive cutlery and kitchen tools*
    - *Dressing sticks, sock aids, long handled shoehorns, button hooks or elastic shoelaces*
    - *Weighted or ergonomic handles*
    - *Communication aids (e.g. speech-generating devices or apps)*
  - Home Modifications
    - *Ramps*
    - *Non-slip mats*
    - *Motion-activated lights or night lights*
    - *Special handrails*



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# 3.3 Assistive Technologies and Devices



- Using mobility aids and adaptive equipment
  - Technology to support daily care
    - **Remote Healthcare:** Telehealth platforms for virtual consultations and electronic health record (EHR) systems for easy access to medical information.
    - **Medication & Safety Management:** Smart pill dispensers, medication tracking apps, emergency response systems, and smart sensors for monitoring.
    - **Daily Assistance:** Voice-activated devices, smart home automation, communication aids, and meal delivery services.
    - **Health Monitoring & Therapy:** Smartwatches, fitness trackers, VR therapy, and remote cameras for well-being and rehabilitation.



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## 3.4 Communication Skills

- Effective communication with care recipients
- Documentation and record-keeping



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## 3.4 Communication Skills

### Effective communication with care recipients

- Create a calm environment with minimal distractions.
- Use simple language and speak slowly and clearly.
- Listen actively and acknowledge emotions with empathy.
- Avoid arguing or correcting; gently redirect conversations.
- Use visual aids and break down tasks into simple steps.



Learn more about four qualities of *Active Listening* here.



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## 3.4 Communication Skills

### Documentation and record-keeping

- Maintain detailed records of medication administration, daily routines, and health changes to ensure safe and organized care.
- Track medication disposal by documenting procedures for handling and disposing of controlled drugs properly.
- Ensure legal and medical compliance by keeping accurate logs, which help prevent liability and support care decisions.
- Use a caregiver resource (digital or physical) to centralize key documents like medical records, care routines, and emergency protocols.
- Improve continuity of care by making essential information easily accessible for caregivers, reducing stress and ensuring smooth transitions.



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# Module 3: Activities

## Activity 1: Skills Demonstration - Personal Care Tasks and Assistive Devices

*Objective:* To practice personal care tasks and the use of assistive devices, ensuring correct techniques, safety, and effective communication with the care recipient.

*Preparation:* Set up several stations, each focusing on a different personal care or mobility task. Participants should be divided into pairs to complete the activities. These could include the following.

*Implementation:* Participants rotate through stations to practice tasks while ensuring safety, proper technique, and clear communication. Trainers assess execution, focusing on technique accuracy, recipient comfort, and effective communication.

*Feedback and Reflection:* After each station, participants receive constructive feedback on their performance.

# Module 3: Activities

## Activity 2: Role-Playing Scenarios

*Objective:* To practice communication techniques and documentation skills through role-playing scenarios, focusing on common caregiving challenges.

*Preparation and Implementation:* Prepare scenario cards with the following situations for role-playing. The exercise will propose three examples for different scenarios, you can also choose another one within the context which you find relevant. The first will be (1) communicating with a care recipient who is anxious or confused about their medication routine. The second (2) Handling a medical emergency, such as a fall or stroke, and responding appropriately. The third (3) Documenting daily care activities, including personal hygiene, meals, and medications, and the fourth scenario (4) Addressing the need for additional support or facility care.

# Module 3: Role-Playing Scenarios

*Objective:* Practice skills and communication techniques regarding several tools and common caregiving challenges.

- Participants will be divided into groups of three participants
- Each group will be given a unique scenario that reflects a common caregiving challenge related to communication, emotional support, or practical care tasks.
- The groups will prepare and act out their scenario in front of the others.
- After each performance, the full group will reflect together:
  - What was the scenario about? Was there a conflict or challenge involved?
  - How was the communication style (tone, body language, empathy)?
  - Did anyone demonstrate active listening?
  - Was the issue resolved or improved?
  - What did you find particularly effective or powerful in the role-play?



# Module 3: Assessment-Quiz

**What is the primary reason for assisting a care recipient with personal hygiene?**

- A) To promote relaxation.
- B) To reduce the risk of infection and maintain skin health.
- C) To save time in their daily routine.
- D) To support dignity and prevent complications related to hygiene.

# Module 3: Assessment-Quiz

**What is the safest way to help a care recipient stand up from a seated position?**

- A) Pulling them up by their hands
- B) Positioning their feet flat on the floor and assisting from the waist
- C) Lifting them under the arms
- D) Supporting their shoulders while pulling them forward

# Module 3: Assessment-Quiz

Which of the following best demonstrates active listening when a care recipient is sharing their feelings?

- A) Nodding occasionally, maintaining eye contact, and summarising their main points to show understanding.
- B) Offering immediate advice or sharing a personal experience to relate to their story.
- C) Reassuring them quickly and changing the subject to lighten the mood.
- D) Asking multiple follow-up questions before they finish speaking.

*Correct Answer: A*

# Daily Caregiving Aids and Mobility Assistance Devices

- **What** is this for?
- **How** do you think it's used?
- What should you **keep in mind**?
- Do you have any **personal experiences** with it you would like to share?

# Quiz: Daily Caregiving Aids and Mobility Assistance Devices

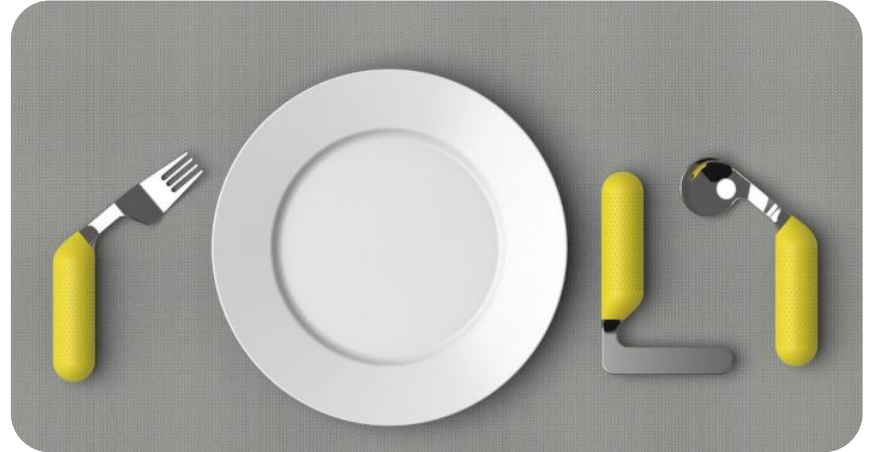


# Long-handled sponge or brush

- Helps people with limited mobility clean hard-to-reach areas while bathing
- Often used in showers with shower chairs
- Some versions have replaceable heads for hygiene



# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Adaptive Cutlery

- Easier grip for people with tremors or arthritis
- Often comes with wider or weighted handles
- Some have built-in stabilization tech (e.g. to reduce shaking)



# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Sock Aid & Long-handled Shoehorn & Dressing Stick



- Helps users get dressed without bending
- Can be used sitting or standing
- Great for post-surgery recovery (e.g. hip replacements)



## Suitable For:



Injury recovery



Post-surgery



Arthritis sufferers



Pregnant women



Limited Mobility



Elderly



# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Button Hook & Elastic Shoelaces

- Helps with dressing if finger dexterity is limited
- Eliminates the need for tying or fiddling with small buttons
- Elastic laces turn any shoe into a slip-on



# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Motion-Activated Night Lights

- Helps prevent falls during night-time bathroom visits
- Install in hallways, stairs, and near bed
- Battery-operated models don't require wiring

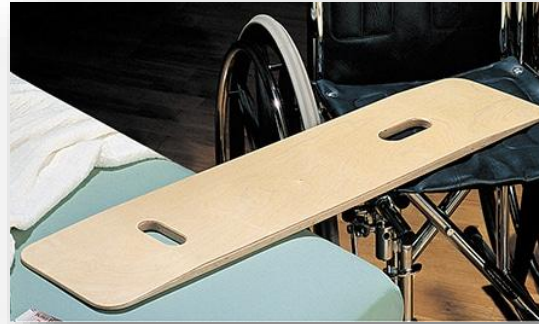


# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Transfer Boards

- Helps move a person from bed to chair, or chair to toilet
- Requires proper body mechanics to prevent injury
- Should be smooth and supported under the person's buttocks



# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Automatic Pill Dispensers with Alarm

- Dispenses correct dose at scheduled times
- Ideal for people with memory issues
- Prevents double-dosing

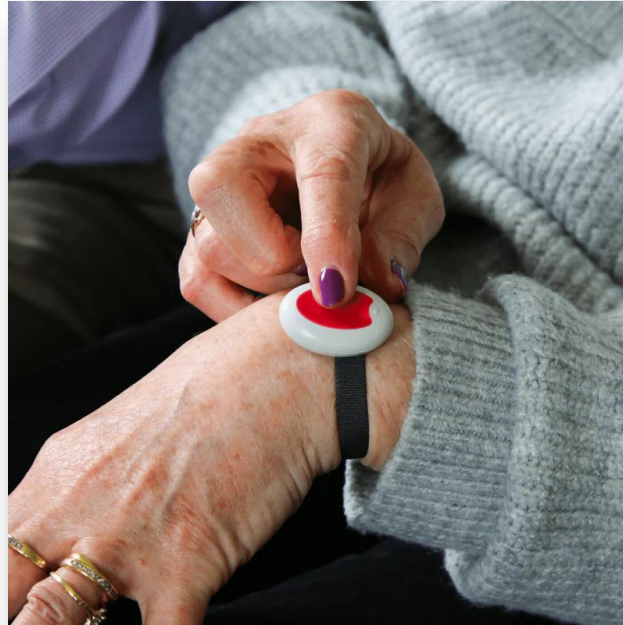


# Quiz: Daily Caregiving Aids and Mobility Assistance Devices



# Emergency Call Buttons & Pendants

- Let the user call for help with a single push
- Wear around neck or wrist
- Some models connect directly to emergency services



# Module 3: References

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