

Healthcare Support Worker Home Visit

Overview

This Health and Social Care program is aligned to the Health T Level qualification and has been developed in collaboration with subject matter experts from our education and industry partners. This interactive virtual scenario covers a home visit to a service user in a realistic environmental setting.

The program has been designed by our partners to support and align with

- **Health T Level**

The program has the following minimum hardware specifications.

Program Partners



Healthcare Support Worker Home Visit

Aims

This program is intended to facilitate a user's learning and understanding of the practical, emotional and observational elements of health and social care.

The program also aims to provide guidance on good working practices and approaches to health and safety, behaviors and communication:

Objectives

The main objectives of the program are to cover the following topics:

- Communication and behaviors
- Recording and reporting observations and stats
- Cleanliness
- Health and safety
- Observation skills
- Escalation points and briefing information



Healthcare Support Worker Home Visit

Introduction

Role: Healthcare Support Worker

Location: Home

Scenario Overview:

This scenario is based in a service user's home and the learner assumes the role of a health care support worker, with a task to carry out observations on a service user and assist with tasks around the home.

Tasks

In this scenario you will be required to carry out the following tasks:

- Reviewing notes
- Safe entry to service users home and bedroom
- Conducting a visual assessment
- Check for tasks to be completed and checking care notes
- Housekeeping in the bedroom
- Tidying up the kitchen
- Flag concerns



Metaverse Learning's scenarios are designed for computers and tablets. Here's how to navigate on a computer.

Moving

To move **forward**, press and hold the **W** key on your keyboard.

To move **back**, press and hold the **S** key.

To move **right**, press and hold the **D** key.

To move **left**, press and hold the **A** key.

If you prefer to use your **mouse**, then place your mouse cursor in the centre of the screen, press and **hold the left mouse button**, and **drag** the cursor in the direction you want to move.

Looking

As well as moving, you can also look around the environment.

To **look around**, use the **arrow keys** on your keyboard.

If you prefer to use your **mouse**, then press and **hold the right mouse button** and **drag** to look around.

Inspecting

To get a better look at things in the environment, you can **zoom** in by pressing the **Z** key. Press it again to zoom out.

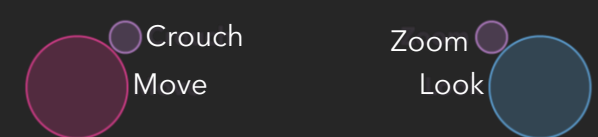
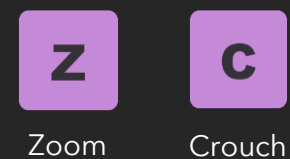
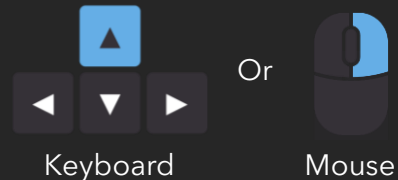
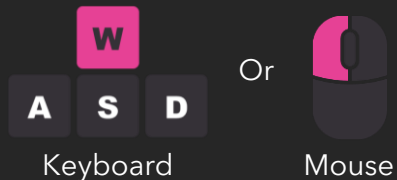
You can **crouch** by pressing the **C** key, press it again to stand up.

Touch Screen

On touch screen devices such as a **tablet**. The navigation controls will be shown on screen.

On the **left** side is the **thumb stick** for **movement** and toggle for crouch.

On the **right** side is the **thumb stick** for **looking** and toggle for zoom.



Throughout the scenarios, there are numerous interactive elements. These are represented as plus icon hotspots.

Hotspot

To **interact** with it, you just need to click on the hotspot to interact.

On touch screen devices, get close to the hotspot and centre the hotspot with the crosshair in the centre of your tablet by using the right thumb stick. When you see the tooltip appear, you can tap on it to open the interaction.



Questions

Throughout each section of a scenario a learner will be faced with a form of questioning. This may be a drag and drop, True or False, matching or multiple-choice type questions.

About the Interview: Question 1

The interview is for the role of:

Administration assistant

Head of administration

Food production officer

Select one answer and press submit.

SUBMIT

Feedback

After each question and set of questions the learner will receive feedback.

That's correct.

Confident - means feeling sure about being able to do something.

Helpful - means wanting and willing to support somebody.

Honest - means always telling the truth.

OK

Feedback Screen

Score Breakdown

At the end of the scenario the learner will get a breakdown summary of their overall scores.

Download

This can be downloaded to be saved and/or printed by clicking on the 'download arrow'.

ESOL Scenario 1 - Attending an Interview - Entry Level 3

You have now completed this scenario and here are your results.

61%

SCORE BREAKDOWN

Select the tasks to see more detail.

Scoring: 10 Points

0 Points

+ Interview Role

+ Job Location

+ About the Company Question 1

+ About the Company Question 2

+ About the Company Question 3

+ About the Company Question 4

+ About the Company Question 5

+ About the Company Question 6

+ About the Company Question 7

+ About the Company Question 8

+ Role and Responsibilities Question 1

+ Role and Responsibilities Question 2

+ Role and Responsibilities Question 3

+ Role and Responsibilities Question 4

Download

EXIT SCENARIO



Virtual Scenario Guides



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Arrive at the Service User's Home

Task	Question / Action	Correct Answer
Review the Notes	Click on the hand-held device icon in the top right-hand corner of the screen to open the care plan. When the care plan is displayed click on the care plan button. When complete you can click on visit overview to navigate back to the main screen and then click check in to close the care plan and proceed.	
Call Out a Greeting and Identify Yourself	AI Dialogue: What should you say?	• Hi Millie, its NAME from the care agency. Is it okay to come in?
Learning Point	If Millie refuses entry, how would you proceed?	• Stay - try to calm Millie further to see if there is an issue.
Consequences Of Entering a Room	If you walk into the room without knocking or asking for consent. What are the possible consequences of your actions?	• The person feels frightened or disrespected, and trust in you is reduced.

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Enter the Bedroom

Task	Question / Action	Correct Answer/s
Conduct a Visual Assessment	When entering the bedroom, what factors would you consider to determine if it's safe to proceed?	• Environmental hazards such as clutter, spills or trip risks • Any unusual noises or signs of distress • The persons behaviour or mood • Whether you have the right equipment or support before starting
Greet the Service User	AI Dialogue: What should you say?	• Hey there, did you have anything to drink yet this morning?
Check the Care Plan	Click on the care plan icon on the top right-hand corner of the screen. When the care plan is displayed click on the care plan button. When complete you can click on visit overview to navigate back to the main screen and then click the arrow at the bottom to close the care plan and proceed.	
Check the Care Notes	Having read the care history over the last 2 days, which three tasks will you prioritise today?	• Making food and drink • Helping Millie with self care and hygiene • Cleaning the kitchen and bedroom

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Housekeeping in the Bedroom

Task	Question / Action	Correct Answer
Persuade Millie to Get Up and Get Washed	AI Dialogue: What should you say?	Have you been to the toilet today?
Persuade Millie to Get Up and Get Washed	What are the benefits of Millie getting out of bed and using the bathroom?	It helps support her wellbeing and provides pressure relief
Offer Food and Drink	AI Dialogue: What should you say?	What about something to eat and drink... cup of coffee?

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Tidy Up the Kitchen

Task	Question / Action	Correct Answer
Check the Food Expiry Dates	There isn't any food that you would want to serve, or think is safe to eat. What should you do?	• Check with Millie and explain your concerns about the food
Review Care Plan	Click on the care plan icon on the top right-hand corner of the screen. When the care plan is displayed click on the care plan button. Then tap on timeline to scroll through the care plan and view the timeline. When complete you can click on visit overview to navigate back to the main screen and then click the arrow at the bottom to close the care plan and proceed.	
Review Care Plan - When Did They Last Eat?	Do you think Millie is eating enough?	• No
What Would Millie be Eating?	What should she be eating as part of a balanced diet, taking her chronic kidney failure into consideration?	• A balanced diet that limits salt and controls protein, potassium and phosphate • A diet that supports heart health • A diet rich in wholegrains, nuts and dairy.
Identify What Would Be a Healthy Meal	What will you make Millie to eat?	• Vegetable soup and wholemeal bread

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Flag Concerns

Task	Question / Action	Correct Answer
Asking Permission to Throw Food Away	AI Dialogue: What should you say?	• Millie, I found some out of date food in the fridge, is it okay to throw it away?
Ask About Their Shopping	AI Dialogue: What should you say?	• Millie, do you have anyone who can do your shopping over the next couple of days?
Ask About Their Shopping	Do you offer to go shopping for her?	• No
Specify Concerns	You are concerned not only about what Millie has eaten for her next meal and the one after that, but also about several other factors. Based on today's visit , which of the following concerns relate to Millie's wellbeing?	• Low mood • Isolation • Dehydration and malnutrition
Decide How to Proceed	What do you do?	• Write in the care notes what has happened • Escalate the situation
Update Care Notes	You update the care notes. What do you include?	• Millie has used the bathroom to freshen up • I made Millie soup and coffee • Changed bed, refreshed water, washed up • Have some concerns including the lack of a shopper and will log with my manager • Thrown away gone off food from the fridge with Millies's permission

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Flag Concerns

Task	Question / Action	Correct Answer
Check Care Plan	Click on the care plan icon on the top right-hand corner of the screen. When the care plan is displayed click on the care plan button. When complete you can click on visit overview to navigate back to the main screen and then click the arrow at the bottom to close the care plan and proceed.	
Update Care Plan	AI Dialogue: What should you say?	• Millie is there anything else you would like me to do before I go?

Conclude Visit

Task	Question / Action	Correct Answer
Leave Service User	AI Dialogue: What should you say?	• Okay Millie, well I'll be off. I'm sure I'm back tomorrow – so see you then
Update Care Plan	Click on the care plan icon on the top right-hand corner of the screen. When the care plan is displayed click on the care plan button. When complete you can click on visit overview to navigate back to the main screen and then click visit complete.	
Escalate Concerns – Call Supervisor	You immediately call the supervisor. Put your concerns in order of priority	• Lack of food in the house – 1 • Millie not attending to personal care – 2 • The smoking and alcohol usage – 3 • Millie not getting dressed – 4 • Washing up not done – 5