



TRAINING BITE: PERCEPTION

PERCEPTION: is the sensory experience of the world, it is the gathering or receiving of information through vision, sound, touch, taste, smell and social ie speech, faces and social touch. Perception is our interpretation of that information in order to understand the information presented and environment we are in.

SCENARIO FOR TRAINER:

Trainer to ask for volunteer

Trainer to be a resident who's demeanour has changed and is less compliant with staff.

Ask volunteer to act out with trainer scenario of showering, trainer as resident is to say no, grimace and cry out when touched (but not obvious ouch), yell at staff, telling them to leave me alone, frowning, sarcasm and perhaps fake smile.

What is staff feedback of scenario?

Likely answers:

- **Being difficult**
- **Tired**
- **Sad**
- **In pain**
- **Depressed**
- **Wasting time**
- **Dementia**
- **Confused**
- **Pain in the bottom**
- **Hates me**
- **Resident pain**

Are the observations the same from all staff?

- Should be different as all person's perception is different based on experiences, the perceiver emotional state and their motivational state.

Which observation is right or wrong?

- Most perceivers perception of a situation will be right, although based on the above IE experiences, emotion and motivation the perceptions may not represent the whole truth of a situation.

TRUTH OF SCENARIO

Resident has developed pain in her back and knees which she has not disclosed to staff as she didn't want to be a bother. As pain has been present for almost a week, without treatment resident could no longer tolerate even the slightest of touch and due to pain is experiencing sadness and mild depressive symptoms.

Did any staff member note the grimacing during scenario or the cry as being a pain response?

Learning for staff:

- If changes in regular behaviour occur need to look further than just being difficult or having a bad day
- Non- verbal communication needs to be noted and fed back to other staff
- Talk with other staff about changes with resident
- Return later to resident and talk about changes noticed and ask if anything is wrong
- Notify RN or GP of changes
- Trust your instincts
- Listen to your resident verbal and non- verbal cues