



painACT

pain Aged Care Training



Impact of pain on the person, family and staff

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10
min

Time needed to run this module with your staff

OVERVIEW OF MODULE

This education module provides staff with understanding of the potential impact of pain on the person, their family, and the staff that provide their care.

Learning objectives

- 1** Identify when pain has an impact on an aged care resident's/patient's/client's mental health, social activities and relationships
- 2** Outline aged care resident/patient/client behaviours that can have a negative impact on other residents/patients/clients, and/or aged care staff

Key messages

- 1** Pain doesn't just distress the person in pain, but also others around them
- 2** Pain often has a greater impact on the person than we may be aware of
- 3** Pain can lead to certain aged care resident/patient/client behaviours or responses that can impact other residents/patients/clients, and/or aged care staff

Length of the education module

The 10 minutes includes:



Self-led, pre-video reflection, completed by participants on their handout



Watching a short video



Post-video discussion/questions led by trainer, focusing on the learning objectives for this module

Trainer preparation prior to running the module

At least 30 minutes should be set aside for the trainer to prepare for running this module.

The following preparations are suggested:

- Review this module guide and discussion notes
- Watch the video before training
- Review any Serious Incident Response Scheme (SIRS) reports and resident/patient/client complaints
- Read key resources when needed (see below)
- Print participant handouts, one for each staff member attending the education module
- Practice the session using the Module Script provided, aiming to complete it within 10 minutes

Key resources to support this topic (background reading)

- For a full and comprehensive exploration of this topic, refer to the source reference "Pain in Residential Aged Care Facilities: Management Strategies, 2nd Edition": <https://www.apsoc.org.au/publications> (optional)
- Primary resources are the Pain Management Guide (PMG) Toolkit 2nd Edition and the Pain in Residential Aged Care Facilities: Management Strategies 2nd Edition
- In particular, the following handout and poster are relevant for information on pain in older people in Residential Aged Care Facilities (RACFs):
 - This handout and poster can be found here: <https://www.apsoc.org.au/PMG2Toolkit>
 - Handout 4d: How pain may affect a resident (5-minute read)
 - Poster 2c: A Resident's Experience of Pain is a Combination of Bio-Psycho-Social Factors (2-minute read)

Material needed to run the education module

- A computer with sound/speaker capacity to show the short video for this module
- Printed participant handouts
- Printed copy of this document for you to refer to

Running the education module

The following script can be used to run this module with staff at your aged care facility/aged care provider organisation. This script includes:

- **boxed text** which can be read directly to the staff when running this module
- **<directions>**, which are actions to do at certain times e.g., playing short videos, giving out participant handouts
- *Text in italics*, which is additional information to promote discussion e.g., prompt questions for the trainer to ask to nudge the discussion forward, suggested answers to discussion questions

Education module script

<Begin session by giving a participant handout to each staff member.>

1

Introduction and video

Today, we are going to be running one of the education sessions that is part of the painACT Program. Each session focuses on one pain topic for about 10 minutes.

The topic today is the 'Impact of pain on the person, family and staff'.

Today we will learn more about how pain can have a broader impact than we think.

First, take a few minutes to jot down your thoughts on the reflection questions.

Then I'll show you a short video that shows us how pain may impact both a resident/patient/client and a staff member, and how they might treat each other because of it.

<Show the video 'Impact of pain on the person, carers and staff (video runtime is 2.5 minutes).>

Video description:

- *Catherine (a new personal care worker) helps John (resident) put on a jumper. She doesn't know he has a sore shoulder and accidentally triggers the pain. He gets upset and she responds defensively.*
- *John then reflects on what happened: he feels that Catherine was rough, untrained, uncaring, and unapologetic. He is worried he might not be able to cuddle his great-granddaughter because of his soreness.*
- *Catherine then reflects on what happened: she feels terrible about hurting him, but she's still learning. She wishes she had apologised and worries that John won't trust her again and that he might tell others she's doing a bad job. She decides to discuss it with the nurse.*

The video showed the impact of pain on a resident, how that could then impact their interaction with family, as well as the impact on the staff member who is providing care to that resident.

Pain is a problem that affects everybody, and pain has a greater and broader impact than we think.

How do you think pain impacts an aged care resident/patient/client?

<Allow 1 minute for comments or questions.>

2

Discussion about video

<Begin discussion on key messages. Let participants know that it might be helpful to write some notes under the 'post-video discussion/questions' section on the handout. Also prompt them to complete the post-video questions to help solidify their learnings.>



Pain doesn't just distress the person in pain, but also others around them



Pain often has a greater impact on the person than we may be aware of



Pain can lead to certain aged care resident/patient/client behaviours or responses that can impact other residents/patients/clients, and/or aged care staff

The aim of this discussion point is for staff/carers to appreciate that pain has more than just a physical impact on the body, and can affect a resident's/patient's/client's mental health and participation in social activities. Negative aged care resident/patient/client behaviour can also impact the overall wellbeing of aged care staff.

This video showed the impact of pain on the person, carers and staff. It can be really upsetting for the resident/patient/client, but also for aged care staff.

Does anyone have an experience where an aged care resident/patient/client was in pain they'd like to share? Think about how their reaction to pain affected them. Also think about how you personally felt and what you might have done differently to help manage the situation.

<Allow about 5 minutes for this discussion.>

Below are potential prompts for discussion if staff don't volunteer any experiences (you don't need to discuss all of the points below).

- *Do you think some of your residents/patients/clients have experienced something like what we saw in the video? What things might they have missed out on or couldn't enjoy because of pain?*
- *How do you think this affects the way residents/patients/clients or their families interact with you or other staff?*
- *Have you been treated like this by residents/patients/clients? Have you been blamed by residents/patients/clients for hurting them?*
 - *How did you feel about it?*
 - *What did you do about it?*

You might choose to share some examples from Serious Incident Response Scheme (SIRS) reports, resident complaints, chemical restraints.

- *Things like yelling or screaming can happen but might not be reported as incidents. These situations would still have impacts on residents/patients/clients and staff.*
- *There are also situations where pain can provoke some more aggressive responses, like hitting, spitting, yelling.*
- *Share some recent examples of similar things occurring in your aged care facility/aged care provider organisation:*
 - *How did you feel when this happened, or how do you think you would feel if you saw it happen?*
 - *How do you think other residents/patients/clients feel when they see these things happen?*

3

Wrapping up

Does anyone have any questions?

<Allow brief time for questions if possible or invite staff to ask you questions personally whenever they have a moment.>

All right, take some time to record your answers to the questions in your participant handout, but that's it for today! Thank you, everyone.

Multiple Choice Question (answer)
D) all of the above

For more information, refer to the "Pain in Residential Aged Care Facilities: Management Strategies, 2nd Edition"
resource: <https://www.apsoc.org.au/publications>

