

Georgina Nicoleta Popescu

# English for **HEALTH AND SOCIAL CARE**

---



**Primera edición, 2024****Autora:** Georgina Nicoleta Popescu**Maquetación:** Ángela Fernández Carretero**Edita:** Educàlia Editorial**Imágenes:** Freepik y Canva**Imprime:** Grupo Digital 82, S. L.**ISBN:** 978-84-19993-15-1**Depósito Legal:**

Printed in Spain/Impreso en España.

Todos los derechos reservados. No está permitida la reimpresión de ninguna parte de este libro, ni de imágenes ni de texto, ni tampoco su reproducción, ni utilización, en cualquier forma o por cualquier medio, bien sea electrónico, mecánico o de otro modo, tanto conocida como los que puedan inventarse, incluyendo el fotocopiado o grabación, ni está permitido almacenarlo en un sistema de información y recuperación, sin el permiso anticipado y por escrito del editor.

Alguna de las imágenes que incluye este libro son reproducciones que se han realizado acogiendo al derecho de cita que aparece en el artículo 32 de la Ley 22/1987, del 11 de noviembre, de la Propiedad intelectual. Educàlia Editorial agradece a todas las instituciones, tanto públicas como privadas, citadas en estas páginas, su colaboración y pide disculpas por la posible omisión involuntaria de algunas de ellas.

**Educàlia Editorial**

Avda. de las Jacarandas 2 loft 327 46100 Burjassot-València

Tel. 960 624 309 - 963 768 542 - 610 900 111

Email: [educaliaeditorial@e-ducalia.com](mailto:educaliaeditorial@e-ducalia.com)[www.e-ducalia.com](http://www.e-ducalia.com)

Georgina Nicoleta Popescu

# English for **HEALTH AND SOCIAL CARE**

---







# INDEX

## **1. INTRODUCTION TO CAREGIVING - YOU KNOW WHO I AM-**

- 1.1 Understanding the Role of Caregivers
- 1.2 Ethical Principles in Caregiving
- 1.3 Communication Skills for Caregivers

## **2. PERSONAL CARE ASSISTANCE - BODY AND SOUL -**

- 2.1 Assisting with Personal HygieneTypes of Dependence
- 2.2 Supporting Activities of Daily Living (ADLs)
- 2.3 Well-being and physical activities -

## **3. BASICS OF DEPENDENCE - YOU MATTER ! -**

- 3.1 Types of Dependence
- 3.2 Impact of Dependence on Individuals and Families
- 3.3 Safety Measures and Fall Prevention

## **4. HEALTH AND WELL-BEING**

- 4.1 Understanding Common Health Conditions
- 4.2 Medication Administration and Management
- 4.3 Promoting Physical and Mental Health in Dependents

## **5. SPECIALIZED CARE TECHNIQUES**

- 5.1 Assisting with Mobility and Transfers
- 5.2 Handling Individuals with Cognitive Impairments
- 5.3 Palliative Care and End-of-Life Support

## **6. LEGAL AND ETHICAL CONSIDERATIONS**

- 6.1 Legal Framework in Caregiving
- 6.2 Confidentiality and Data Protection
- 6.3 Ethical Dilemmas in Dependence Care

## **7. SOCIAL AND EMOTIONAL SUPPORT**

- 7.1 Providing Emotional Support to Dependent Individuals
- 7.2 Promoting Social Interactions and Inclusion
- 7.3 Dealing with Challenging Behaviors

## **8. PROFESSIONAL DEVELOPMENT AND SELF-CARE**

- 8.1 Professional Growth Opportunities
- 8.2 Stress Management and Burnout Prevention
- 8.3 Building Resilience as a Caregiver





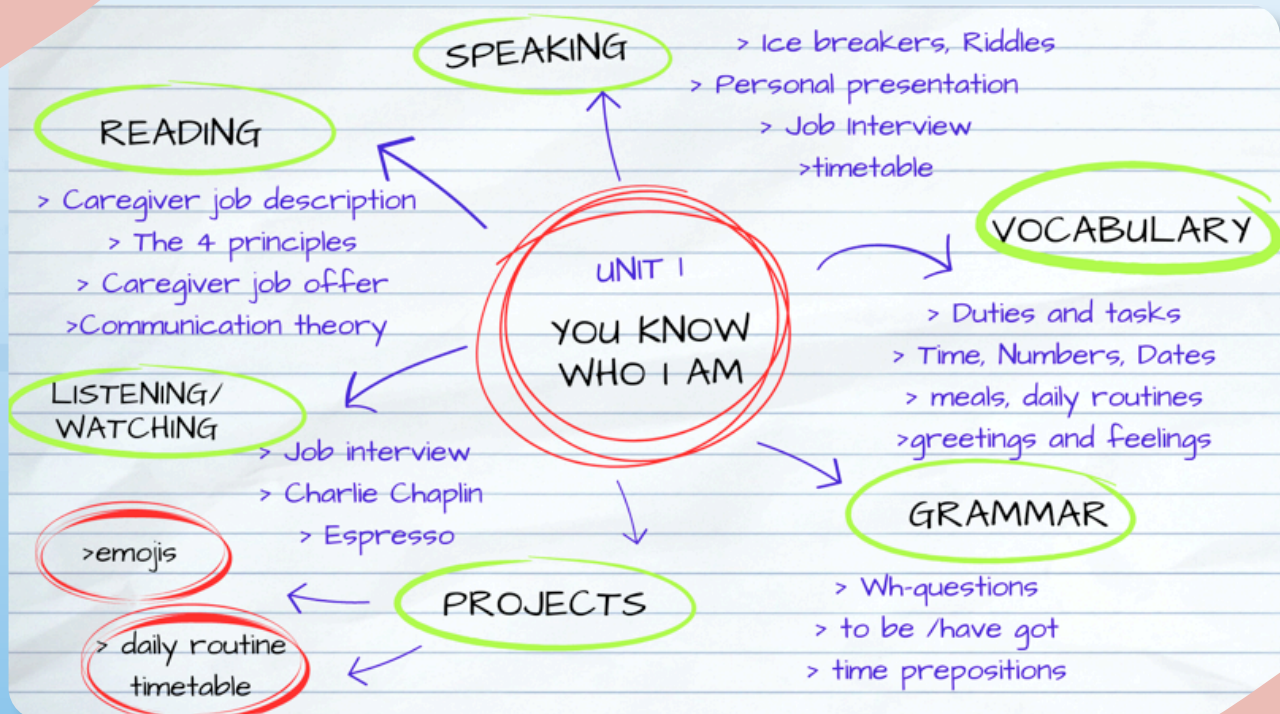
# UNIT 1

## YOU KNOW WHO I AM

*"Some people are old at 18 and some people are young at 90. Time is a concept that humans created"*

Yoko Ono

Here is a brief summary of what you are going to learn in this unit.



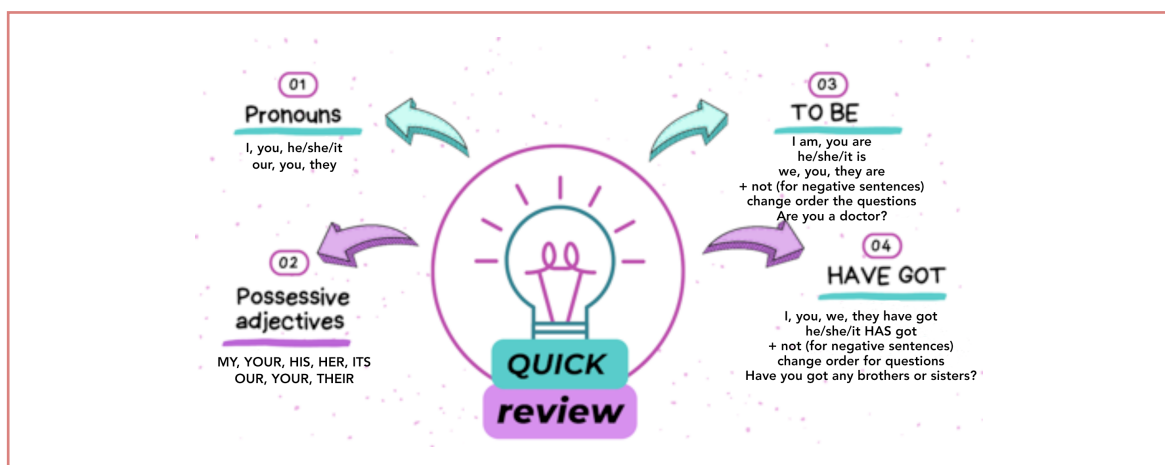
# 1.1 Understanding the Role of Caregivers

## SPEAKING

### 1. Ice-breaker - Getting to know each other

1. Fill in the following chart just adding the name of your mates which have been previously written on the black/ whiteboard.
2. Then find the person you have written his/her name and ask him/her the question in order to fill in with the information provided in the sentence.
3. Class discussion about the most interesting thing your mates told you about.

NAME	INFORMATION
1.	thinks English is .....
2.	is feeling ..... today.
3.	has never ..... but really would like to.
4.	's favourite food is .....
5.	's favourite time of the day .....
6.	doesn't speak ..... but would love to learn it.
7.	's idea of a perfect day would be to spend it .....
8.	would most like to sit down and have a good chat with .....
9.	's favourite holiday destination is .....
10.	's weekend plan is to .....



### 2. Ice-breaker - Getting to know each other.

In groups of 4 try to find at least 5 things you have in common:

- Our favourite colour is .....
- Our favourite movie/song/season is .....
- We have ..... siblings (brothers and sisters).
- We all study .....

### 3. In pairs answer the following questions:

What do you know about being a caregiver?

What does a Caregiver do?

What are the most important tasks?

What do you need to be a good caregiver?

Is this your dream job? Why?

Look at the caregiver word cloud and name five most important words that describe this job.





### CAREGIVER JOB DESCRIPTION

Caregivers work in a variety of fields, but one thing is for sure: **They must love working with others.** They use their expertise to assist people with daily tasks and help them be as independent as they are able.

As a caregiver, you can work with a wide range of people from children to the elderly, able or disabled.

Caregivers have a wide range of facilities in which to work: in a clinic, group home, assisted living setting, or in the client's private house. A caregiver must be passionate about working with the elderly. Also, **punctuality and professionalism** are important factors.



#### WHAT YOUR DAY TO DAY LOOKS LIKE AS A CAREGIVER:

You provide care for residents by performing the following services:

- Bathing, showering, and grooming/dressing assistance
- Assist residents with dining
- Wheelchair and walking escorts
- Meal, activity, and medication reminder assistance
- Answers resident call signals

#### CAREGIVER RESPONSIBILITIES:

- Help each resident reach and maintain the highest level of performance and independence while assisting them with personal care and daily living activities.
- Assist with treatments as delegated by the Registered Nurse.
- Take and record temperature, blood pressure, weight, pulse, and respiration as instructed.
- Assist with light housekeeping duties.
- Assist residents with prescribed program activities.
- Observe resident and report any changes in physical and emotional condition such as change in attitude, reaction, and appetite, to the supervisor.
- Assist the resident with personal care which may include the following: shampooing of hair, assist with showering/ bathing, fingernail and foot care, and medication administration.

# 1.1 Understanding the Role of Caregivers

## READING, VOCABULARY AND GRAMMAR

1. Read the example of a caregiver job description and underline the words that you do not understand. Once you understand the meaning, copy them to your own dictionary within the portfolio.

2. **Wh- questions** or how do we ask questions in English? Answer the following questions and then match them with the correct reference .

- What is your name? (ex. things , a name )

.....

- Where do you live?

.....

- When is your birthday?

.....

- Which colour do you like the most?

.....

- Why do you study this subject?

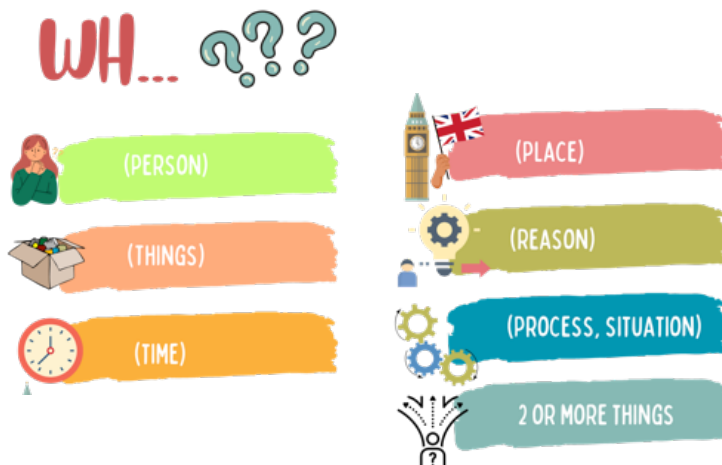
.....

- Who is your favourite singer ?

.....

- How are you?

.....



3. Read the text again and answer the following questions:

1. What is the most important feature of a caregiver?

.....

2. Who are people that the caregivers work for?

.....

3. Where can caregivers work?

.....

4. Which are the two most important factors for a caregiver?

.....

5. Who delegate the treatments?

.....

4. When are the caregiver's duties performed? Complete the timetable with information from the text (there can be more than a possible answer).

Days /time of the day	Morning	Afternoon	Night
Monday	Meals.		Medication reminder.
Tuesday		Meals.	Assist with light housekeeping duties.
Wednesday	Shampooing of hair.	Walking escorts, meals.	
Thursday	Medication reminder.		Prescribed activities.
Friday	Light housekeeping duties.		Walking escort meals.
Saturday		Walking escorts.	Fingernail and foot care.
Sunday	Medication reminder.		Meals.



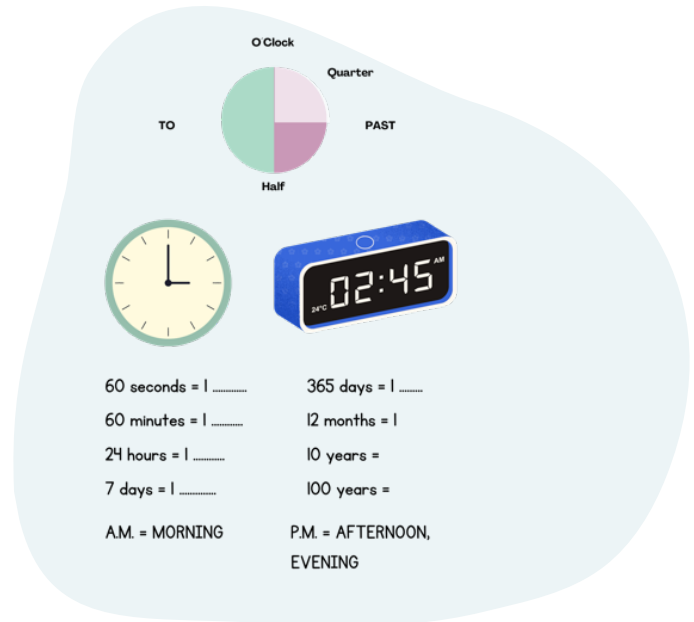
# Understanding the Role of Caregivers

1.1

5. Most of activities performed as a caregiver have a specific timetable or schedule. Hence, telling the time is a very important aspect in English. Observe the following pictures and complete the missing information.

With a partner tell the time when:

1. you wake up in the morning: .....
2. have breakfast: .....
3. have a shower: .....
4. brush your teeth: .....
5. have lunch: .....
6. start work/school: .....
7. have a snack: .....
8. have a coffee: .....
9. buy bread: .....
10. go for a walk: .....
11. meet your friends: .....
12. watch a movie/serie: .....
13. read a book: .....
14. cook a meal: .....
15. finish work/school: .....
16. have dinner: .....
17. go to bed: .....



6. Riddle time - Choose a partner and try to solve the riddles.

1. It belongs to you, but your friends use it more. What is it?

Answer: .....

2. How many months of the year have 28 days?

Answer: .....

3. What are the next two letters in this?

J, F, M, A, M, J, \_ , \_

Answer: .....

4. What goes up but never comes down?

Answer: .....

5. What has 2 hands and a face, but no arms or legs?

Answer: .....

7. Eleven game

Sit in a circle and each student can count 2 or 3 numbers at a time. The student who counts ELEVEN is out. The next round starts with the person to the left of the person who is out.



## 1.2 Ethical Principles in Caregiving

### READING AND VOCABULARY

#### THE FOUR PRINCIPLES OF HEALTH-CARE ETHICS FOR HOME CARE PROVIDERS



There are four commonly accepted principles of health care ethics that providers follow to ensure optimal patient safety: **AUTONOMY**, **BENEFICENCE**, **NON-MALEFICENCE**, and **JUSTICE**.

1. Match each principle with the correct definition:

a) Autonomy ☐

b) Beneficence ☐

c) Non-maleficence ☐

d) Justice ☐

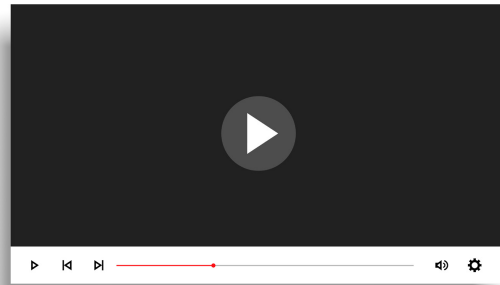
1. It refers to the right of the patient to retain control over his or her body. In the home health care environment, it begins with the patient's decision to receive care at home instead of a nursing home or assisted living facility.
2. For home health providers, it means having a policy in place to provide care, treatment and services to patients without regard to age, race, religion, sex, national origin or disability.
3. This principle is about "doing no harm", intended for providers to consider if any decision made may harm another individual or society – even it is made to benefit an individual patient.
4. Health care providers are charged with doing all they can to benefit a patient, with all recommended procedures and treatments intended to do the most good for the patient.

## LISTENING AND VIDEO WATCHING

### Job Interview



[https://www.youtube.com/watch?v=nalkpQ\\_clt0](https://www.youtube.com/watch?v=nalkpQ_clt0)



### 1. Choose the correct answer. ✓

1. What does Mary give to Susan?
  - a) She shakes her hand.
  - b) She gives Susan her resume.
  - c) She says her name and the job she is applying for.
2. What job is Mary applying for?
  - a) She is applying for chicken jobs.
  - b) She is applying for a ticket job.
  - c) She is applying for a kitchen job.
3. Does Mary have any experience in the kitchen.
  - a) No, but she cooks a lot at home.
  - b) Yes, she does. She cooks at another job.
  - c) A little bit. She hardly works.
4. How does Mary describe herself?
  - a) She is ambitious, but disorganised.
  - b) She is a trainer and won a certificate.
  - c) She likes to learn. She is organised and follows directions well.
5. What is Mary doing to improve her writing skills?
  - a) She was on time for a year.
  - b) She is taking an English class.
  - c) She is doing an online correspondence.
6. Why did Mary leave her last job?
  - a) She worked at night and she needs to work days.
  - b) It was a full time job and she needs to work part time.
  - c) She didn't like her last job.
7. When can Mary work?
  - a) She can work from 8 to 5.
  - b) She can work Monday to Friday.
  - c) She can work the graveyard shift.
8. Will Mary need a lot of training?
  - a) A lot. Nothing can be learned in just a day.
  - b) Not much, but some people need more than a day.
  - c) Not a lot. Most people learn in just a day.
9. Does Mary get the job?
  - a) Yes, she does. Susan really likes her.
  - b) No, she doesn't. There are many people applying.
  - c) Susan doesn't say, but she will call tomorrow if she does get the job.

### 2. Watch the video again and answer these questions:

1. How do they greet?  
.....
2. Is the body language important in the job interview?  
.....
3. What do you think about the way she is dressed for the job interview?  
.....
4. Do you think that she will get the job? Why? Why not?  
.....
5. What is important to do in a job interview?  
.....

## 1.2 Ethical Principles in Caregiving

### READING AND SPEAKING

1. Read the following caregiver job offer and underline the words that you do not understand.

#### HOME CARE - JOB OFFER

- SALARY - UP TO £16.10 AN HOUR
- JOB TYPE: FULL-TIME, PART-TIME, PERMANENT

*COME and join the team as a Care Assistant and make the Alina Homecare difference. We are looking for kind and caring people who want to make a difference to the lives of others.*

Day to day, our care assistants may support an individual with:

Light cleaning – laundry – shopping – meal preparation – medication – personal care – helping to get dressed – washing and bathing – medical appointments – accessing the community – social activities.

#### *We offer:*

- Flexible hours that work around you.
- Local work.
- Great rates of pay - UP TO £16.10 per hour.
- Paid holiday.
- Free care assistant induction training.
- Free care assistant uniform.
- Opportunity to study for Diploma in Health and Social Care.
- Exceptional support from our office staff and existing care assistant.

#### *All we expect from you is:*

- A caring attitude and a willingness to make a difference.
- A desire to see elderly and vulnerable people treated with care and respect.
- Reliability, flexibility, hard work and honesty.
- Good communication skills and a good sense of humour.
- Good team work skills.

Contact our friendly team today to become an Alina Homecare Care Assistant, apply online or call **0330 055 2222**

Please visit our website to view our privacy policy - <https://www.alinahomecare.com/privacy/>

2. You are going to phone the company because you are very interested in this job offer. Prepare a short self presentation (no more than 50-60 words) using the following information:

- Name and Surnames .....
- Address .....
- Why are you interested in this job .....
- What your studies are .....
- Which duties you can perform .....
- Describe yourself from the professional and personal point of view .....

3. Present yourself to the rest of the class.





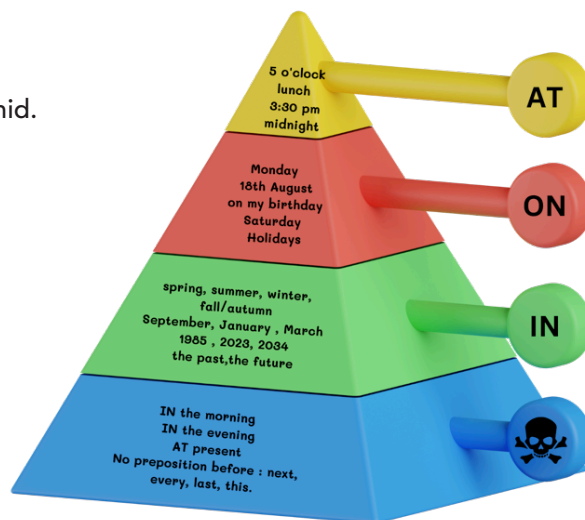
### GRAMMAR

When presenting oneself we make use of some specific words that make reference to time, place and general description. Now, we are going to pay attention to specific prepositions that make reference to time. Time pyramid is used in order to help the acquisition of this grammatical point.

#### 1. Complete the grammatical rules after analysing the time pyramid.

- We use the preposition ..... with clock times, meals and specific festivities that last more days.
- We use the preposition ..... with days and dates.
- We use the preposition ..... with long periods of time: months, years, decades, centuries and other time phrases.

There are exception too!



#### 2. Complete the sentences with the correct preposition (at/on/in/-)

1. What are you doing ..... this weekend?
2. I start the job ..... September, 1st.
3. I normally wake up ..... 7:30 am.
4. Can we meet ..... dinner time ..... Tuesday.
5. I was born ..... 1985.
6. It's very hot in Spain ..... the summer.
7. I have a job interview ..... 09:00 ..... Monday.
8. Do you have breakfast ..... the morning?
9. This month I'm ..... holidays.
10. What time do you finish work ? I finish ..... 7:30pm.

#### 3. Online game - group work - <https://www.baamboozle.com/classic/187>



## 1.3 Communication Skills for Caregivers

### READING AND VOCABULARY

#### COMMUNICATION THEORY

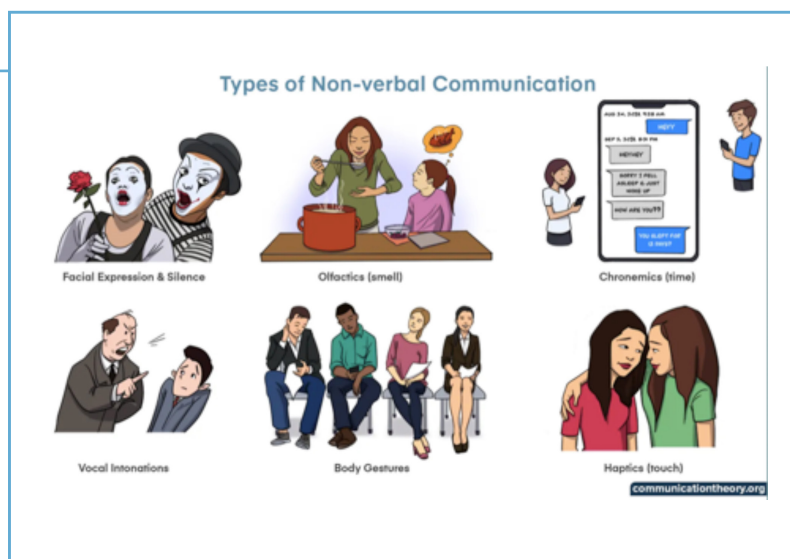
Verbal communication refers to the process of communicating through the use of words, sentences and language. Non-verbal communication refers to the process of communicating information through body language, facial expressions, eye contact, intonations, artefacts etc. During most instances, we communicate using a combination of both verbal and non-verbal communication. But, sometimes we communicate using only one medium of communication .

#### MODE OF COMMUNICATION:

a. **Verbal:** Verbal communication occurs in a written and oral format. Writing e-mails, letters and SMS includes written messages. Whereas oral communication denotes our speech and interaction with others.

b. **Non-Verbal:** Non-verbal messages could be transferred through various modes such as facial expressions, eye movements, body movements, hand gestures, silence etc.

Sign languages are the innate linguistic systems that develop within a deaf community and have phonological, lexical, and syntactic levels of structure, just like spoken languages. They use facial expressions to communicate effectively as well as grammatical information.



1. Match the type of communication with the correct definition:

Verbal

1. Use of words and languages. Oral communication and written communication.

Non-Verbal

2. Absence of words or language. Expressed through body movements, gestures, facial expressions, silence, space, touch, smell etc.

### 2. Greeting and body language

Match the greeting with the correct image( there is more than one option).

Hello  
Good Bye  
Welcome

Nice to meet you  
Sorry, I don't understand  
Sorry, I don't know

Good afternoon  
Hi there!  
What's up!

1 ...../.....



4 ...../.....



2 ...../.....



5 ...../.....



3 ...../.....



6 ...../.....

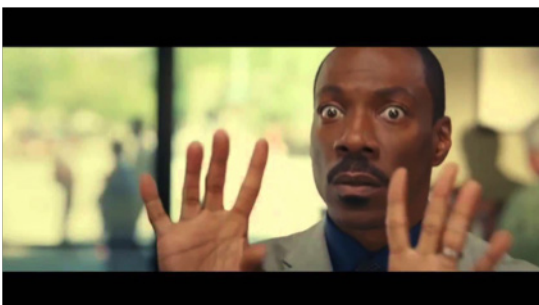


7 ...../.....



### 3. Watch the following video and think of the medium of communication used. What are the major feelings and how are they expressed?

<https://www.youtube.com/watch?v=0clo0PkBs2c>



<https://www.youtube.com/watch?v=rAVvFc3SiKY>



*"I have many problems in my life. But my lips don't know that". They just keep smiling.*

*"Charlie Chaplin*



### SPEAKING AND WRITING

1. Complete the following job interview questionnaire and in pairs take turn and ask and answer the questions.  
Act as if you were in a real situation.  
Remember the use of non-verbal and verbal communication.

## JOB INTERVIEW

QUESTIONNAIRE

Welcome to the first step of our hiring process!

Kindly answer the questions below before your interview date.

01

Let's start with *you!*

What's your complete name?	
Where do you live?	
Do you have any hobbies?	

02

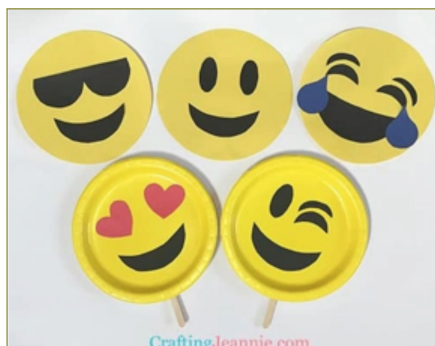
What do you do?

What's your main profession?	
How many years have you been in this line of work?	
What are your top five skills?	
What makes you proud of your profession?	

### 2. Creative project - Feelings and emotions.

- Use paper plates or white cardboard 20 cm circles and draw emojis on them.
- Try to make the difference between the following feelings : sad , depressed, worried and annoyed.

Here is an example:



## 1.3 Communication Skills for Caregivers

### FINAL COLLABORATIVE PROJECT - COGNITIVE STIMULATION AND 24 HOURS ORIENTATION.

Use a poster board and create a daily routine timetable. You need to include:

1. Greetings ( Good morning, Hello, Merry Christmas, hug, shake hands, etc)
2. Time, day, month and season
3. General Feelings (Today I feel....; use the emojis previously prepared)
4. Monthly birthdays and Festivities or celebrations.

When you finish the template you have to present it and show how you are going to use it in your centre, elderly residence, day care, etc.

Here is an example:

