

DRAFT SCRIPT: Four Seasons in One Day



DOCUMENTARY STYLE

INTRODUCTION

The job of a health care professional can be very unpredictable. It can turn on its head as quick as a spinning top and go off in so many directions. In a single moment the pressure of life or a client passing away can bring about the gloomy chill of winter. It can then lead to sullen thoughts portraying dreary aspects of a rain soaked autumn.

In a blink of an eye the shades of various colours bloom and a smile may come across our face, perhaps a client has improved their health condition, as if spring was upon us. This can be followed by joyous and euphoric celebration like an event that we can all enjoy together with our clients and staff. A bit like the summer sun and the warmth it brings.

This is our reality. A death, depression, a slight smile can be followed by a happy glow all in one day. This is our reality.

Script

(From page 2)

- Health care professional knocks on door at the client's house.
- Shakes hand with client and is welcomed.
- Client's husband enters.

- “Excuse me, who are you? You have come into my house and I do not know why you have ignored me. Am I invisible in my own home? You could have acknowledged me? You could have said hello? I don’t like this behaviour, please leave this once. Please go right now.
- Health care professional leaves.

Clients view point

“I don’t what just happened. My Carer is really lovely. She has helped me in so many ways but my loyalty is to my husband. As his wife I must support his point of view”.

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- Health care professional knocks on door at the client’s house.
- Health care professional greets both husband and wife.
- (Carer speaks to husband) “Hello, you must be Aaron, I believe that means mountain of strength. How are you?
- (Husband)” I am fine thank you. Nice to meet you.”
- (Carer) “So today I’m going to see how Abigail is getting on with being able to lift things independently and then I’m going to help her with her hair”
- (Husband) “Oh, thank you. She will like that. Would you like a cup of tea?”
- (Carer) “That would be lovely thank you Aaron”
- Husband and wife very happy with the help provided and the customer care.
- Carer feels good about her job.

The Message

It is vital that before the Health care professional goes to see the client he/she has the knowledge of culture, religion and diversity of the country that the client comes from. This should be reflected in the Care Plan. The smallest of details is vital i.e should the Carer take her shoes off before entering the living space. Being unable to understand and have misconceptions of the culture/religion of the customer base can lead to a conflicting situation. The client can very easily feel disrespected and aggrieved. Knowledge is key. Knowledge is power. Knowledge makes for great customer care.