



Center for Positive Living Support

Caregiver Skill/Environmental Assessment

Purpose: To analyze the quality of interactions of caregivers with those they serve as well as the environment in which caregivers and those serve are supported. This tool can assist the mentor in developing a plan to work towards deepening the skill level of caregivers as well as identifying environmental and leadership barriers towards creating a culture of gentleness. It can be utilized as a foundation for improving care giving skills to better teach companionship and impart a sense of community.

Instructions: Rate the caregivers in relation to the person s who appear to be the most afraid

disconnected or troubled. Use the following rating scale. Rate environmental factors on what the typical

days look like.

1. Never
2. Hardly Ever
3. Sometimes
4. Most of the time

Presence

	Caregiver stops for a moment when passing someone to offer a greeting, a word of encouragement
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	<p>or a bit of praise.</p>
	<p>Caregiver appears to be aware of non-verbal communication and is careful of facial expressions as well as how they hold their body.</p>
	<p>Caregiver takes time moving from task to task adjusting his/her pace to the individuals being served.</p>
	<p>Caregiver approaches slowly and looks for cues from the individual in adjusting presence.</p>
	<p>Caregiver gets at the individual's level, kneeling or sitting if necessary.</p>
	<p>Caregiver is consistent, warm and kind with everyone, regardless of their mood.</p>

Score _____

Eyes

	Caregiver makes frequent eye contact with the individual.
	Caregiver's eyes express warmth and acceptance-appear to be soft and reassuring in their gaze.

Score _____

Touch

	Caregiver uses touch (handshakes, hugs, pats) to decrease fear and to increase a sense of companionship and connection.
	Caregiver appears to be able to adjust touch to the individual, their mood and their reaction at a given moment.
	Caregiver asks for touch in return-defining them as acts of friendship.

Score _____

Words

	<p>Caregiver uses a soft tone of voice and changes tone, rhythm and volume according to the perceived fear/disconnectedness of the individual-whispering, soothing, reassuring, uplifting or even upbeat and joking if appropriate.</p>
	<p>Caregiver's words define friendship, companionship and community for the individual at his/her level.</p>
	<p>Caregivers ask for participation rather than demanding it.</p>
	<p>Caregiver's words are uplifting, celebrating the individual for whom they are and looking for opportunities to praise and uplift.</p>

	Words define touch and actions as expressions of friendship and caring.

Score _____

Insight and Awareness

	Caregiver knows when to back off-recognizing fear, anger, or turmoil
	Caregiver knows when to change plan to avoid conflict or injury.
	Caregiver knows when to stretch the person to increase participation and interaction.

Score ____

Engagement

	Caregiver sits and does things with the individual
	Caregiver cheerfully does things for the individual when they refuse and seeks to elicit engagement.

	<p>Skill or task-based interactions have a focus on creating a sense of safety and companionship rather than focusing primarily on task completion.</p>
	<p>Caregiver is willing to take a break and to adjust their expectation of participation by “reading” the individual.</p>
	<p>Caregiver adjusts the pace of the activity or simplifies the activity.</p>

Score ____

Unconditional Love

	Caregiver expresses love and caring when the individual is “acting out”.
	Caregiver becomes more tender and loving when they see violence or self injury.
	Caregiver expresses attention and praise at all times, rather than for compliance or as a reward.
	Caregiver recognizes that “behaviors” are signs of fear and/or disconnectedness and focus on increasing feelings of safety and companionship rather than on extinguishing behaviors.

Score _____

Selfishness/Companionship

	Caregiver helps the person reach out to others.
	Caregiver draws the individual into relationships with others.
	Caregiver works to increase the circle of individuals the person feels safe with, rather than being the only person who can “handle” the individual.
	Caregiver teaches the individual how to accept and give back to others.

Score _____

Warm Protection/Restraint

	Caregiver blocks hits if the person is hitting
	Caregiver is willing to do whatever it takes to avoid violence.
	Caregiver uses self to protect the individual from self-harm.
	Caregiver stays with the individual, both physically and emotionally during times of stress, utilizing tools to increase safety and to calm the individual.
	Caregiver shows ability to recognize when to ask for assistance or when personal vulnerabilities

	may be contributing to an interactional challenge.

Score _____

Structure

	Caregiver is able to use a schedule consistently to structure the shift to prevent anxiety and fear.
	Caregiver is able to be flexible with the schedule when fear and anxiety throw the schedule off.

	Caregiver is able to redirect back to the schedule when things get back on track.

Score _____

Environment/Leadership

	Is there evidence of management support and involvement in the daily operation of the home?
	Managers or shift leaders are identified for each shift where individuals served are awake?
	When observing at the setting is it clear than an activity schedule for the individuals living there is

	being run by staff?	
	When asked, can staff explain with ease how the schedule works on their shift?	
	Does staff know who they are assigned to during the shift? Is there evidence that staff have planned assignments prior to the shift beginning?	
	Does the setting seem calm, relaxed, and quiet?	
	Do you feel relaxed in the setting?	
	Does the staff seem to function as a team?	
	Do you see evidence of warm interactions (handshakes or hugs, soft positive word, eye contact) at	

	<p>least every 15 minutes with each individual by every staff?</p>
	<p>Is there consistency in who works each shift to minimize the number of caregivers the fragile person needs to feel safe/valued with?</p>
	<p>Is there evidence of consistent staff meeting where the concepts of a Culture of Gentleness are discussed with caregivers?</p>

Score _____

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Environmental /Leadership Barriers

Caregivers being assessed: _____

Date: _____

Person completing the assessment: _____

Identified Goal:	Methodology for Improvement:	Person Responsible:	Completion Date:

