



EduCare Facilitator Guide

Housekeeping, Bed Making and Laundry

Training Supplies Needed

- Presentation DVD
- Copy of Prewrite for all Trainees
- Participant Guide Copies for all Trainees

Customization Suggestions

- None

Facilitator Introduction: Jean Howell

Jean Howell has a diverse background in nursing and professional services in settings such as hospitals, home health care, and assisted living. Ms. Howell's commitment to quality, personal integrity, creative solutions, and service top her list of priorities in any role. She has been successful working in environments with unseasoned and culturally diverse teams and yet through training, coaching, and mentoring, still meeting the standard of excellence for which she espouses. Ms. Howell feels that the initial and ongoing education investment in the employees is essential to deliver first-class care as they feel more confident and empowered. Ms. Howell's style is flexible and enthusiastic consistently looking for opportunities for professional growth and new learning opportunities. Her greatest asset is her unwavering advocacy for superior customer service and the grace in which she achieves it.

Learning Objectives of Housekeeping, Bed Making and Laundry

- Hints and tips for Housekeeping
 - Bathroom
 - Kitchen
 - Bedroom & living areas
- Hints and tips for bed making
- Hints and tips for laundry



EduCare Pre-training Worksheet
Housekeeping, Bed Making and Laundry

Employee Name _____

Date _____

Please take a few moments before watching the DVD to answer the following questions.

Imagine that you no longer have the time to do any of your own housework and you were given someone to come in and help you maintain your home free of charge.

What would you want them to do? List everything you can think of in the following areas.

Housekeeping

Bed making

Laundry



EduCare Assessment Tool

Housekeeping, Bed Making and Laundry

Employee Name _____

Date _____

True or False

1. True or False When cleaning up a resident's bathroom, the only really important thing is to be sure there are no pieces of clothing on the floor.
2. True or False There is one standard way to clean and pick up a client's home.
3. True or False It's good practice to empty the waste paper baskets during each daily visit.
4. True or False Because the resident knows what foods are in their refrigerator, it is not necessary for you to decide what needs to be thrown away.
5. True or False Resident's may not know if they've left any bodily waste on the toilet seat, in the shower or on a bar of soap.
6. True or False Bed linens that hang onto the floor can be a cause of accidents such as tripping.
7. Which statements are correct:
 - A. It is safe to assume that all resident's clothing can be washed in the washing machine.
 - B. Wash clothes in hot water
 - C. Rinse in cold water
 - D. 15 minutes is about how much time to set the timer to wash clothes
 - E. Folding clothes soon after they come out of the dryer will prevent a lot of wrinkles.
8. True or False It is best to always open the blinds or shades in the resident's home even if he prefers to have them closed.
9. True or False Place the top sheet upside down on the bed so when the hem is turned down over the blanket, it is right side up.
10. True or False The nicest thing you can say to a resident upon leaving the apartment is "Is there anything else I can do for you?"



EduCare

Assessment Tool Answers: Housekeeping, Bed Making and Laundry

1. False It is important to clean the sink area, toilet area, any spills on the floor or soil in the shower. Hang up the towels and place soiled items in the hamper.
2. False You want to ask the resident's preferences, if he / she has them.
3. True
4. False With memory issues, a person will not know or remember what needs to be refrigerated or discarded.
5. True
6. True. It can cause you to trip also.
7. C & E are correct. A is false because you should always check the label. B is false because you should wash in warm or cold water. D is false because the time should be 5 to 7 minutes.
8. False While letting in light can be beneficial, if a resident wants them closed, then keep them closed.
9. True
10. Very True



Housekeeping and Laundry



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Facilitator Introduction



- Jean Howell
 - Licensed RN
 - 25 to 30 years in various Healthcare Settings
 - Director of Nursing, Case Manager and resident Services
 - Goal: Provide training tools for Home Health Aids



Pework

If you haven't already, please complete the worksheet in the front of your participant materials.



Just pause the DVD and restart, after you've completed the worksheet.



Imagine ...

LOST

- You've lost your drivers license and your car
- You cannot cook
- You cannot use the washer and dryer, let alone change the linen on your bed.
- You can't write your own checks. Indeed, someone else has control of your money – for your benefit, of course.
- You can't bend over to dress yourself, put on your shoes and socks
- You can't go out to shop for a birthday present for one of your children, not even buy a card.



Now, imagine....



- You're in a nice apartment, furnished with a few things that will fit from the house you had to sell.
- You have a nice dining room to enjoy three balanced meals a day, sitting with folks who you've gotten to know and look forward to seeing.
- You have a number of activities throughout the week from which to choose.
- You hear lovely music throughout the week, even participate in sing alongs.
- You have a kind, patient caregiver who comes to your apartment and helps you with your showers, helps you get dressed, helps with makeup (or shaving) and hair care, gives you the medications you need to keep doing as well as you're doing.



What more could a resident need or want?



- Empty the waste baskets and remove it from the apartment
- Pick up used newspapers and junk mail
- Wash the dishes in the sink
- Fluff up the pillows
- Make the bed the way the resident likes it
- Open the blinds, if the resident would like some light
- Pick up things in the bathroom: cap on the tooth paste, soap in the soap dish, toilet seat clean, shower has no debris left, wipe around the sink, straighten the towels and wash clothes
- Put soiled clothes in the hamper or laundry basket
- Is it time to do a load of clothes even though it's not the designated laundry day?
- Then ask, "Is there anything I could do for you before I leave?"



Learning Objectives

- Hints and tips for Housekeeping
 - Bathroom
 - Kitchen
 - Bedroom & living areas
- Hints and tips for bed making
- Hints and tips for laundry



It's the little things that count!

- Always tell the resident who you are & why you are there.
- Ask them what they would like you to do & if there is any special way they would like it done.
- Look around for things that need to be done and do them, even if the resident didn't ask you to do it.
- Make the resident's day special.



Housekeeping – picking up

What does “picking up” look like?

- Picking up in general terms means to put things where they belong.
- Always ask the resident where they would like something stored, if it isn't obvious.



Picking up the bathroom



- Hang the towels neatly on the towel bar. Place any soiled linen in the hamper or basket.
- If there are any clothing items laying on the floor, hang them up if they are clean, or put them in the hamper if they are soiled.



Many times senior's eye sight does not allow them to see that their clothing is soiled. So we need to be their eyes so we can help preserve their dignity and maintain safety.



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Shower



- Look in the shower. If there is any kind of bodily waste in the shower, remove it and clean with diluted bleach or other product that your facility provides.
- Look at the bar of soap and be sure it is respectable. If necessary, replace with new bar.



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Clean the bathroom sink & mirror

- Wipe the sink and counter.
- Straighten any items that are scattered around the sink.
- Replace the cap on the tooth paste. Look at the condition of the tooth brush.
- Is the drinking glass clean? If not, clean or replace.
- Is the soap bar respectable? If not, replace the bar.
- Wipe the mirror if dirty.



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Clean the toilet

- Check to see if the toilet bowl is clean. If not, use a toilet brush with toilet bowl cleaner.
- Is there toilet paper in the holder? If not, add a roll.



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Clean the bathroom floor

- Dust, sweep, or vacuum the floor during each visit.
- Wipe up the floor as needed.
- If the resident has a rug, ensure that the rug is clean by vacuuming, shaking or washing.



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General bathroom

- Pick up any facial tissue and put in the waste basket.
- Empty the waste basket, replace the plastic bag and dispose of the waste in the facility's waste area.
- Check on the resident's bathroom supplies such as toothbrush, tooth paste, body lotion, after shave lotion, etc. If supplies are needed follow your facilities procedure for replacement.



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Kitchen - sink



- Wash any dirty dishes in the sink or anywhere else in the apartment.
- Wipe down the kitchen counter with hot soapy water or a disinfectant wipe, if available.
- Wipe down the sink with cleanser.



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Food



- Dispose of any spoiled food that is in the apartment, in the refrigerator, or in the cabinets.
- Put any good (safe) or uneaten food away where it belongs in the refrigerator or cabinet.



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Clean the kitchen floor

- Dust, sweep, or vacuum the floor during each visit.
- Wipe up the floor as needed.
- Ensure that any rugs are clean by vacuuming, shaking, or washing.



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General kitchen


- Hang up the kitchen towel if it is clean. If it is dirty, replace it.
- Empty & wash the coffee pot.
- Empty the garbage can, replace the plastic bag & dispose of the garbage in the facility's trash.



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"Picking up" the bedroom and living areas

- Pickup any old newspapers, shoes, open boxes, etc. and either dispose of them or put them where they belong.


 Safety is a huge issue for seniors. With declining eye sight, possibly poor lighting, unsteady gait and medications which could cause some dizziness, anything in the walking area could be a potential cause of an accident.



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"Picking up" continued

- Hang up or put away any clean clothing which is lying around. If soiled, put it in the hamper.

 Again, remember it doesn't take much to catch a foot on something and cause a fall. The neater the living area the safer.



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Living area - spills

If there are any food spills or body fluids on the floors or carpet, follow your facilities policy for cleaning it.



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Clean bedroom and living area floors

- Dust, sweep, or vacuum the floor during each visit.
- Wipe up the floor, as needed.
- Ensure that any rugs are clean by vacuuming, shaking or washing.



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General living area

- Do the plants need watering?
- Are the shades and blinds open appropriately?



- Empty the trash, replace the plastic bag and dispose of it in the facility's garbage.

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Hints and tips for bed making

- Bed making is an area that people many times have personal preferences.
- Always ask the resident how they would like the bed made.
- ⚡ **Always be very careful not to have sheets, blankets, comforters, spreads, etc. draped on the floor as they could cause an accident and the floors are not sanitary.**



General bed making guidelines

Bottom sheets

- Always straighten the mattress pad (every bed needs a mattress pad to protect the mattress). Smooth out any wrinkles and ensure that it is secured to all 4 corners. 
- Some residents use a soaker pad. This can either be under the bottom sheet or on top, depending the resident. Always position it so that it is at the resident's hip level when they get into bed. 
- Most beds have fitted sheets which will result in the sheet being smooth. If you don't have fitted sheets, make sure the sheet is tight and smooth



Mattress pad, fitted sheet and soaker pad video



General bed making guidelines

Top sheets

- Put them on wrong side up so when the top hem is turned back, it will be right side up and looked finished.
- Pull the top sheet right to the head of the bed so there is a nice amount of hem which you can turn over the blanket.




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General bed making guidelines

Blanket

- Place the blanket on top of the sheet, centered and several inches below the edge of the top hem. Smooth out any wrinkles
- Tuck the top and sides of the sheet and blanket under the bottom of the mattress.



 **Ensure that nothing is hanging on the floor to cause a possible accident.**

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Top sheet and blanket video



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General bed making guidelines

Bedsread

- Place the bed spread similarly to the blanket, keeping the sides and foot off the floor.
- Hint for pillows is to turn the top of the spread back about 2 feet. Place the pillows in the center of the turned down section and then fold the spread's edge up to pillow and roll the pillow and spread to the head of the bed.



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General bed making guidelines

Comforter and bed ruffle


- Ensure that the bed ruffle is not hanging on the floor. This can be fixed by evenly pulling the ruffle up under the mattress.
- Center the comforter on top of the bed.



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General bed making guidelines

- Now look at the bed: Does it look neat and are the covers evenly placed? Are all the ends tucked in?

 **Again check to make sure nothing is hanging on the floor that could cause an accident.**



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Bed Spread, pillows and finishing touches video



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Hints and tips for laundry

- Always tell the resident who you are and what you are going to do.
- Ask them if they have any special laundry instructions or needs.
- Even if the resident doesn't point out special needs, always read the labels in sweaters, trousers, skirts, bedspreads, comforters and jackets



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Hints and tips for laundry

Sort clothing by color

- Beige, light blue, light pink, cream can often be washed with whites
- Navy, black, dark grey, brown and red should be washed together. (never with the light colors)



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Hints and tips for laundry



Soap

- Liquid vs. powder; makes no difference and either can be used in cold or warm water.
- Less soap is better than too much.
- Read the label on the box or bottle for suggested amounts.
- Generally 1/4 to 1/3 cup per load is plenty.



Hints and tips for laundry

Water

- Wash in either cold or warm water, NEVER hot water.
- Rinse in cold water, NEVER hot water.



Hints and tips for laundry

General Washing

- If you need to pick the agitation time, 5 to 7 minutes is plenty
- Place the clothes loosely in the washer. Better to put too few than too many.
- Before you leave the laundry room, leave your name and resident's name on the washer or in the basket and the time you will return.



Hints and tips for laundry



Dryer

- Again always read the labels. Some sweaters and knit tops need to be laid flat to dry or placed on a towel rack.
- Divide the load for the dryer.
 - Heavier towels/wash clothes with heavier cotton items will require a longer drying time.
 - Fine lingerie and other light weights will require a much shorter cycle.



Hints and tips for laundry

Dryer

- Remove items promptly from the dryer so extreme wrinkles don't set in.
- Smooth out any wrinkles while you fold items on a flat surface



Hints and tips for laundry

Returning clean clothes

- When placing clean clothing in the drawer, put them under items still in the drawer to encourage rotation.
- Always pair up socks and place under other socks - again to encourage rotation.



Hints and tips for laundry

Ironing

- If ironing is one of your responsibilities, always read the label to ensure that the iron is set on the proper material type.
- Never use starch unless instructed by the resident.



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It's the little things that count!

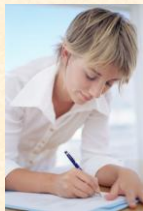
- Before leaving, look around to see if everything is in neat and clean.
- Always ask the resident if there is anything else that they would like you to do.
- Tell them, if there is nothing else they need, you are going to leave.
- Remember to make the resident's day special.



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Thanks for your time and attention.

When you are ready tell your supervisor that you would like to take your knowledge assessment.



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