

TODAY:

- 1 Introduction to the case notes
- 2 In groups plan paragraphs and select case notes
- 3 Create detailed plan together

## Occupational English Test

### WRITING SUB-TEST: NURSING

TIME ALLOWED: READING TIME: 5 MINUTES  
WRITING TIME: 40 MINUTES

Read the case notes and complete the writing task which follows.

#### Notes:

You are the nurse in charge in a nursing home. One of your patients, Mr Piotr Nowak, is moving to another nursing home to be nearer to family.

#### PATIENT DETAILS:

Name: Piotr Nowak  
DOB: 27.08.1931 (88 y.o.)  
Address: Raceville Nursing Home, 27 Flemington Street, Raceville

#### Social background:

Widower 15yrs  
Cousin 50km away (Mrs Maria Kowalski), no other family  
Migrated from Poland 1949  
Retired carpet layer  
Likes Polish folk music

#### Medical history:

2011: Dx alcohol-related dementia (ARD), hepatic cirrhosis  
28.06.19: Road traffic collision (RTC), fractured ribs & R humerus

#### Medications:

Nil

#### Presenting complaint:

Pt with multiple health problems – requires constant nursing care

#### Treatment Record

26.09.2019 Admitted from acute care  
Forgetful recent events  
Resistive behaviour (argues, yells/shouts, pulls away from staff when attempts to guide)  
Resistant to care from female nurses  
Refuses to walk/take meals dining room  
Insists bath weekly only

#### Management plan

Male nurses (same carers much as possible)  
Regular toileting (4hrly)  
Bed-bath/shower (as possible)  
Meals in room/encourage dining room (d/room)  
Psychological assessment  
Contact Polish Welfare League (support) & contact cousin

13.10.2019 Psychologist review  
Record behaviour (chart)  
Consistent management (staff & routine)  
Reinforce +ve behaviour (music, praise)

23.10.2019 Eating normally, still in room  
Staff contacted cousin: no contact 7yrs, says maybe visit  
Staff contacted Polish Welfare League (PWL) – some help available

05.12.2019 Still eats in room  
Cousin visits, Pt yells at her, she leaves upset  
Staff phone her later: she refuses visit again

02.01.2020 Behaviour: responds to firm requests, generally calm (prefers male ff)  
Showers most days (supervised), most meals in d/room, walks there  
Often listens to music (headphones)  
Smiled today  
Again contacted cousin – 'will think about it'

10.01.2020 Cousin visited – went well, says would see more if closer

#### Writing Task:

Using the information given in the case notes, write a letter for transfer of care to the patient's new nursing home. In your letter, briefly outline Mr Nowak's history and ongoing management. Address your letter to Ms Ena Panozzo, Senior Nurse, Brentwood Nursing Home, Brentwood.

#### In your answer:

- Expand the relevant notes into complete sentences
- Do not use note form
- Use letter format

The body of the letter should be approximately 180–200 words.

Introduction	<ul style="list-style-type: none"> <li>• Ongoing care</li> <li>• Transfer</li> </ul>
Timeline	<ul style="list-style-type: none"> <li>• 26/09/2019 – admission from <b>acute</b> care due to road accident</li> <li>• Forgetful – <b>dementia</b></li> <li>• Resistive behaviour</li> <li>• Resistant to female nurses</li> <li>• Refuses meals from dining room</li> <li>• Refuses to take meals in dining room</li> <li>• Bathes weekly only</li> <li>• Management plan             <ol style="list-style-type: none"> <li>a. Male nurses (when possible)</li> <li>b. Regular toileting (4 hrly)</li> <li>c. Bed-bath/shower (as possible)</li> <li>d. Meals in room (encourage dining room)</li> <li>e. Psych assessment &amp; review: consistent management, behaviour chart, <b>reinforce behaviour</b> (music, praise)</li> <li>f. Polish welfare league contacted (support)</li> <li>g. Contact cousin</li> </ol> </li> </ul>
Current condition	<ul style="list-style-type: none"> <li>• Currently - behaviour improved</li> <li>• Responds to firm requests</li> <li>• Showers most days</li> <li>• Listens to music most days</li> <li>• (Smile?)</li> <li>• Contrast: early visit bad / last visit good (10/01/20) – now moving</li> <li>• Showers most days</li> <li>• Still prefers male nurses</li> <li>• (Smile? Appropriate only)</li> <li>• Despite bad first visit, last meeting went well – <b>hence this transfer</b></li> </ul>
Requests	<ul style="list-style-type: none"> <li>• Provide ongoing care</li> </ul>

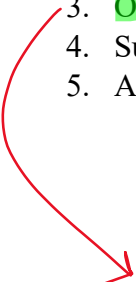
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## OET Speaking Club

### Information Gathering

1. Active listening: Uh hu / echoing
2. No COMPOUND questions
3. Open & closed questioning
4. Summarising at the end and encouraging to say more
5. Amplifying and clarifying unclear statements



This is essential to your job

**Important point:** can we always do OPEN / CLOSED in the exam?

Emergency Department – hit by a car

Ask question but your priority is always... EMPATHY.

**OPEN:** How are you? How are you feeling? Could you tell me more about that? What do you know about...?

**QUANTITATIVE:**

How long...?

How many...? Countable nouns

How much...? Uncountable nouns

How often?

**CLOSED:** Are you taking medication? Do you have any other symptoms? **Have you had pain killers?** [to ask about something in that past that patient has not done / has done]

- **Don't forget empathy when asking questions**
- **Don't ask COMPOUND questions**
- **Be natural: you must choose how many question to ask** [how much do give without asking?]

**Have you lost weight?**

**H**

**ROLEPLAYER CARD NO. 1**
**MEDICINE**
**SETTING**

General Practice

**PATIENT**

You're 42 years old and you've come to see your GP because of concerns regarding a mole on the back of your hand. The mole has been increasing in size and you've noticed other symptoms. You're worried that it might be skin cancer because you have a family history of the condition.

**TASK**

- When asked by the doctor, explain how long you've been aware of the mole (2 years) and that it has become larger recently. Explain that the mole itches and bleeds sometimes.
- Ask whether these signs are an indication of cancer. Explain that your mother had skin cancer (on back and face, successfully treated surgically).
- You've never had a biopsy. Ask what's involved. Express concern about the possible outcomes if cancer is confirmed (e.g. surgery, etc).
- You like travelling and being out in the sun. Ask if skin cancer can reappear after surgery.

**CANDIDATE CARD NO. 1**
**MEDICINE**
**SETTING**

General Practice

**DOCTOR**

A patient presents with a mole on his/her hand which shows signs of degeneration. There is a family history of skin cancer.

**TASK**

- Find out how long the patient has had the mole and whether it has changed in size or appearance. Ask about any other symptoms (e.g. itching, bleeding, ulceration).
- Ask about the patient's family history of skin cancer (who, where located, treatment, outcome, etc.).
- Explain that melanoma is a possibility - an excision biopsy is needed to rule it out. Reassure the patient about the biopsy (painless, no scarring). Explain that, if confirmed, melanoma can usually be successfully treated surgically.
- Stress importance of limiting future sun exposure (use sunscreen, avoid use of tanning beds, etc.)

PPP SAMPLE 14

**ROLEPLAYER CARD NO. 1**

**NURSING**

**SETTING** Patient's home

**PATIENT** You're 60 years old and you live alone. You've been visited regularly by the community nurse since you had a stroke six months ago. You're getting more mobile now, but three days ago you fell in the kitchen, cutting your leg and hurting your wrist badly.

- TASK**
- When asked, tell the nurse how you're feeling (that you were coping well until the fall three days ago)
  - Tell the nurse that you got up during the night to get a glass of water, tripped over and hurt your wrist and cut your leg. You tried to dress the leg yourself, but you're afraid you may need stitches.
  - Tell the nurse that your wrist hurts a lot and seems swollen. It is clearly bruised and you can't move it properly. Apologise to the nurse for falling over. You feel embarrassed.
  - Ask where you can get an X-ray (transport?).
  - Ask how to avoid falls in the future.

PPP SAMPLE 14

**CANDIDATE CARD NO. 1**

**NURSING**

**SETTING** Patient's home

**NURSE** You're a community nurse who regularly visits a patient who had a stroke six months ago. The patient's making good progress but three days ago he/she had a fall and cut his/her leg. You think his/her wrist may also be broken and should be X-rayed.

- TASK**
- Greet the patient and ask how he/she is.
  - Ask about about the fall. Find out the extent of the injuries.
  - Reassure the patient that the cut isn't serious (stitches unnecessary) and you'll dress it. Ask about the wrist (pain, movement, etc.).
  - Sympathise with the patient. Explain that the wrist needs to be X-rayed for a possible fracture (bruised, swollen, movement restricted).
  - Explain that someone from the local health centre will accompany him/her for an X-ray. Stress the importance of getting assistance promptly in the event of an accident.
  - Explain the need to avoid trip hazards in the home – suggest a referral to the occupational therapist.



