

What is the care process?

I want to live my own kind of life!

Let's think, using the care process

It might look difficult, but I'll do my best!

Learn with this guide!



Guide to the Care Process for Prospective EPA Certified Care Workers

About this Guide

Objective of the Guide

This guide is designed to help prospective EPA certified care workers understand how the care process develops.

How to use the Guide

The Japanese language used has been designed to be as easy as possible to use for prospective EPA certified care workers who have been working at a nursing care facility for 6 to 12 months.

Please read about the care process, which is also explained in Chapter 1, Sections 2–3 of the Care Introductory Training textbook.

If there are terms you don't understand, translations are available, so please look at them.

After reading the Guide

Learn more by reading textbooks that describe the care process in detail.

1. What is the care process?

While you're doing daily care work, do you think about the "care process?"

The goal of care is enabling each user to live the life that they desire, in a way that suits them. The care process is a process of thinking to accomplish goals.

In order for you to work as certified care workers in the future, it is important that you are able to provide care based on the care process.

When you started working in the care industry, other people at the facility surely taught you how to provide care tailored to each user. How do you think they came up with this method of care?

Those who came before you devised this method based on their understanding of each individual user's condition. This is the method of "care based on the care process."

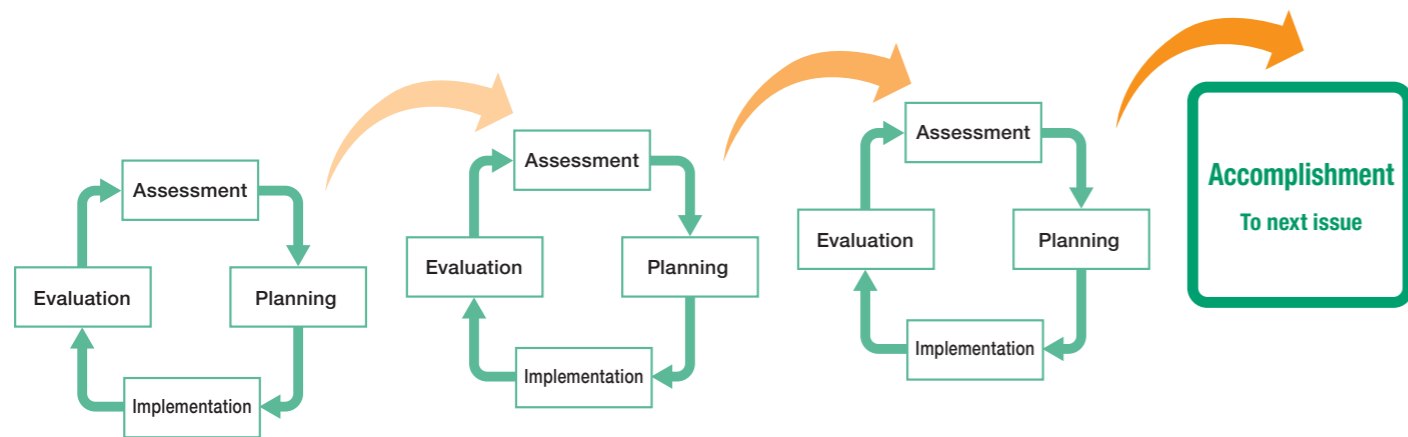
Let's take a look at the care process together.

2. The Care Process

There are **four processes** in the nursing care process: **Assessment**, **Planning**, **Implementation**, and **Evaluation**.

In the care process, these **four processes** are repeated until the goal is achieved.

Let's take a look at the **four processes**.



Assessment Gather the information necessary for the user to live the life they want; for example, their mental and physical condition, what they are worried about, and what they are looking forward to in their current life. Then, organize and analyze the collected information to consider their issues and needs in daily life.

Planning Consider what kind of nursing care is necessary to resolve the life problems and needs identified in the assessment. Specific plans are made so that everyone who supports the user, including care workers, nurses, and counselors, can understand what the goals are and what kind of support must be implemented for the user to live the life they want.

Implementation Support is implemented according to the care plan. Confirm the user's intentions, and implement with an emphasis on independence, safety, and comfort. It is also important to keep records of what has been implemented, and to be able to share the user's information with other care workers, nurses, and counselors.

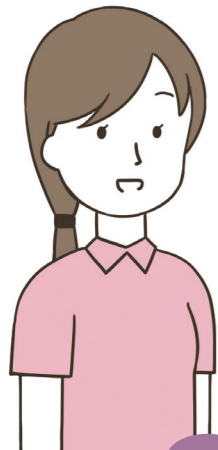
Evaluation Looking at the record of the support implemented, evaluate if the goals were achieved and if the method of support was appropriate for the user. If the goals were achieved, move on to the next issue. If the goals were not achieved, or if something is discovered that needs to be corrected, rethink the plan. To do this, another assessment must be carried out.

Providing care based on the care process in this way brings users closer to the life they desire.

3. Examples of development of the care process in care facilities

How is care based on the care process provided in nursing care facilities? Let's think about this using a specific example. Here are the characters who will appear in the example.

Introducing the Characters



Ms. Phuong:

- Prospective EPA certified care worker
- Has worked at the facility for 1 year
- Is in charge of Mrs. Yamada

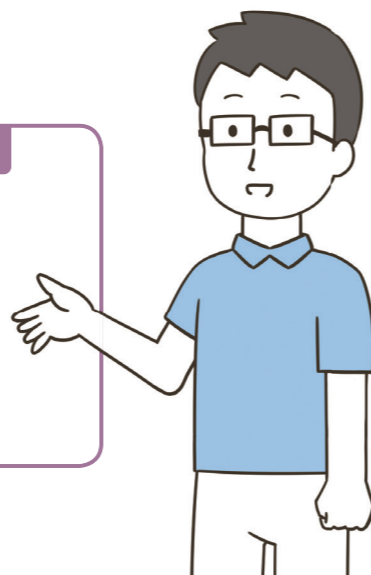


Mrs. Yamada (age 78):

- Entered a care facility for the elderly one month ago
- Has cerebrovascular disease, and is paralyzed on the right side
- Walks with a cane
- Requires partial assistance with changing clothes
- Does standing and walking rehabilitation training, but muscle strength in her legs has recently declined
- Says she wants to do whatever she can by herself
- Looks forward to taking a bath twice a week
- Wants to go home as soon as possible

Mr. Sato:

- Certified care worker
- Facility unit leader
- Is in charge of instructing new staff members



Assessment [Information Gathering 1]

Let's look at a bathing scene and think about Mrs. Yamada's desired life. One day, Ms. Phuong visited Mrs. Yamada's room to discuss bathing time.



Ms. Phuong

(1) Hello, Mrs. Yamada.
What time do you want to bathe today?

(2) Oh, that's right ...
I'm looking forward to bathing because it feels good and it lifts my mood, but ...

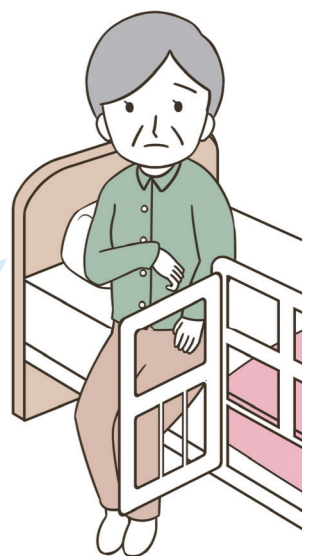


Ms. Phuong

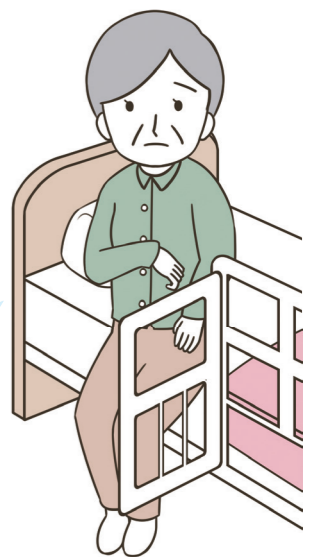
(3) She says, "I'm looking forward to bathing," but it feels like there's something else she wants to tell me.

(4) What's the matter?

(5) Last time, I had some trouble getting up from the shower chair.



Mrs. Yamada



Mrs. Yamada

Assessment [Information Gathering 2]



Ms. Phuong

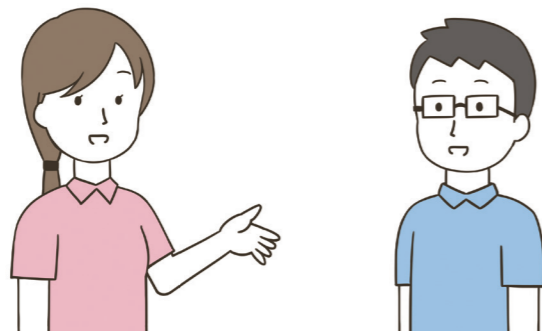
Mrs. Yamada is looking forward to taking a bath, but she seems anxious because when bathing, it took her a long time to support herself using the shower chair and get up.



Ms. Phuong

Why did Mrs. Yamada have such a hard time standing up?

Ms. Phuong reported to Team Leader Sato about Mrs. Yamada.



First of all, let's gather information about Mrs. Yamada's bathing situation.

- (1) Ask other nursing staff, other personnel, and Mrs. Yamada's family about Mrs. Yamada's recent situation.
- (2) Carefully observe Mrs. Yamada's living conditions and movements.
- (3) Ask Mrs. Yamada about various things to draw out more information.
- (4) Check her medical record so far.



Team Leader Sato



Got it!

Ms. Phuong

Assessment [Information Gathering 3]

Talk with Mrs. Yamada and her family in greater detail.



Ms. Phuong

How is your rehabilitation going? Do you find the rehabilitation difficult?

Is it difficult for you to get into the bathtub?

Is there anything we can do to help you bathe without worries?

Oh, that's right ...



Mrs. Yamada



Ms. Phuong

What kind of bathing would Mrs. Yamada prefer?

My mom says, "It's getting harder to move my body, but I want to bathe without having to rely on others as much as possible."



Family

Assessment [Information Gathering 4]

Talk to other professionals involved in caring for Mrs. Yamada.



How was Mrs. Yamada's bathing experience last time?

Mrs. Yamada put her hands on the edge of the chair and tried to stand up by herself. It took a long time and she seemed to have had difficulty.



Please tell me about the condition of Mrs. Yamada's legs.

She has been doing weekly standing rehabilitation, but her muscle strength seems to have been deteriorating recently.



Assessment [Information Gathering 5]

Organize the information about Mrs. Yamada's bathing.

She looks forward to taking a relaxing bath by herself. She says that taking a bath feels good and lifts her mood.

Think about how she can take a pleasant, relaxing bath.

She can maintain a sitting position without.

Check what she can do now, and what has become difficult.



- Age: 78 years old
- Gender: Female
- Illness, symptoms, etc.:
 - (1) Cerebrovascular disease
 - (2) Paralyzed on the right side

She changes her clothes and gets into the bathtub by herself. She uses the handrails in the bathroom to move around. When she stands up from the shower chair, she supports herself with her hands on the edge of the chair. A care worker watches over her. When she wants her back washed, she asks the care worker to do it. When she stands up, the care worker assists her on the right side, where she is paralyzed. When the care worker tries to help her stand up, she says, "I can do it myself." She says, "I find it hard to stand up from the shower chair when bathing."

Check her bathing environment.

► Gather more essential information to consider how to support her.

Assessment [Information Gathering 6]

Check the environment of Mrs. Yamada's bathroom.

The bathroom is equipped with handrails in the area where she washes herself and on the wall next to the bathtub.



She uses a shower chair without a backrest or armrests.

She uses an individual bathtub.

Assessment [Information Gathering 7]

Organize all the information about Mrs. Yamada's current bathing situation.

What Mrs. Yamada wants

- Bathing by herself
- Standing up safely in the bathroom
- Doing as much as she can for herself

What Mrs. Yamada can do

- Moving to the bathroom
- Maintaining a sitting position
- Standing up using the armrests of a chair
- Calling out to nursing staff when in trouble
- Moving from shower chair to bathtub
- Bathing in an individual bathtub

What Mrs. Yamada finds difficult

- Standing up using bathtub handrails or from a shower chair not equipped with a backrest
- Standing up and walking by herself because of muscle weakness in her legs

Environment of Mrs. Yamada's bathroom

- Handrail on the wall next to the bathtub
- Shower chair without a backrest or armrests



Assessment [Information Gathering 8]

Summarize the information you have gathered into an assessment sheet.

| Details of personal situation & care | | | |
|--|---|----------|--|
| Bathtub type | <input checked="" type="checkbox"/> Individual bath <input type="checkbox"/> Large bath <input type="checkbox"/> Lift-style bath <input type="checkbox"/> Mechanical bath <input type="checkbox"/> Intermediate bath <input type="checkbox"/> Shower bath <input type="checkbox"/> Other | | |
| Washing hair | <input type="checkbox"/> Independent <input checked="" type="checkbox"/> Partial assistance <input type="checkbox"/> Full assistance | | |
| Washing body | <input type="checkbox"/> Independent <input checked="" type="checkbox"/> Partial assistance <input type="checkbox"/> Full assistance | | |
| Sponge bath/ Partial bath | <input type="checkbox"/> Preparing supplies & cleanup <input type="checkbox"/> Full body cleaning <input type="checkbox"/> Hand/foot bathing <input type="checkbox"/> Washing genital area | | |
| Health or everyday problems of person requiring care and issues to be resolved | | | |
| Problems or issues to be resolved | Yes | Planning | Specific details/items of care to be addressed |
| (1) Personal complaints or requests | ○ | | (1) She wants to take a relaxing bath alone, so she uses an individual bathtub. (4) Due to weakened muscle strength in her legs, it is becoming difficult for her to stand up by putting her hands on the shower chair she currently uses, as well as enter the bathtub. For this reason, a care worker watches over her when she moves. (5) When she washes her back, the care worker partially assists. (8) The shower chair she is using does not have a backrest or armrests, so she may not feel stable when standing up or washing herself. |
| (2) Family complaints or preferences | | | |
| (3) Medical instructions and management. | | | |
| (4) Problems with transfer and movement | ○ | | |
| (5) Problems with washing body or hair | ○ | | |
| (6) Problems with frequency of bathing | | | |
| (7) Problems with physical cleanliness | | | |
| (8) Other problems | ○ | | |

* This assessment sheet is an example. The name and format of the assessment sheet varies depending on the care facility.

▶ Let's look at the assessment sheet used at this facility.

Assessment [Analyze problems/Identify problems]

Analyze the collected information, and identify the issues related to bathing for Mrs. Yamada.

| Information | Analysis | Issues in daily life |
|---|---|--|
| (1) Wants to bathe by herself (2) Wants to do as much as she can for herself (3) Able to maintain a stable sitting position (4) Undergoes rehabilitation, but muscle strength in her legs is declining (5) Uses a shower chair without a backrest or armrests in the bathroom (6) Has difficulty standing up even when holding onto a chair or handrail (7) Says, "I can do it myself," when a care worker tries to help her stand up from the shower chair | (3)(4)(5)(6) Although she is undergoing rehabilitation, her leg muscle strength is gradually declining, and it is now more difficult for her to stand up when taking a bath. In her current physical condition, she finds it difficult to stand up from a shower chair without a backrest or armrests. (1)(2)(7) It is believed that she refuses assistance because she wants to do whatever she can by herself. Support always needs to respect the person's feelings (4)(5)(6) When standing up, she may be in an unstable posture, which can lead to accidents such as collapsing. After an accident, her physical condition may deteriorate even further. Her desire to take a relaxed bath and to do as much as possible on her own may decline, leading in turn to decreased enjoyment and motivation for life. | Care during bathing needs to take into account the user's current physical condition Review the bathing environment We need to improve the way we look after her and provide safe bathing and support for her to live the way she wants. |



Ms. Phuong

In light of Mrs. Yamada's current condition and preferences, it's probably better to create an environment in which Mrs. Yamada can stand up safely by herself, rather than being assisted by a care worker.

Yes, I agree. Let's think about what kind of bathing environment would be best for her. First of all, let's set a goal.

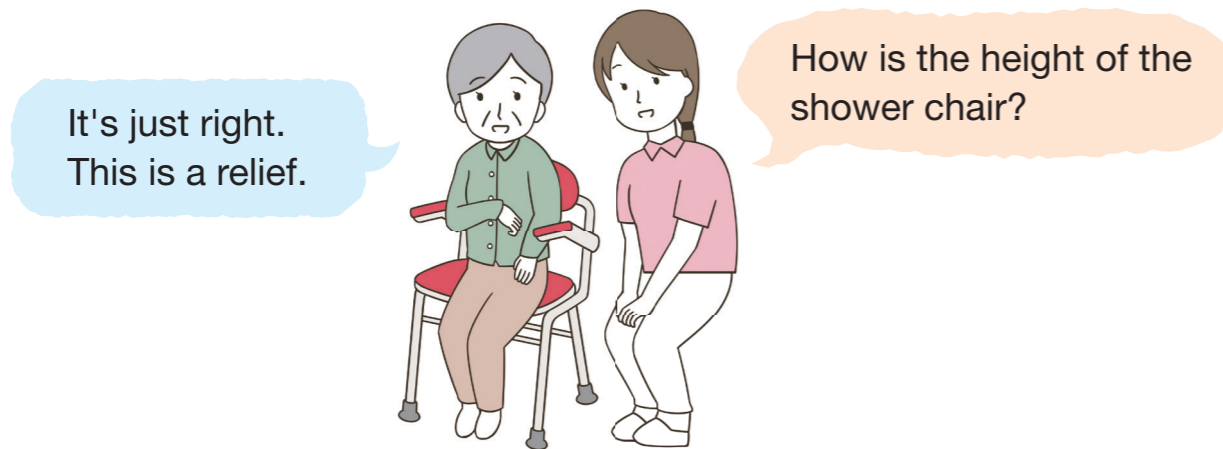


Team Leader Sato

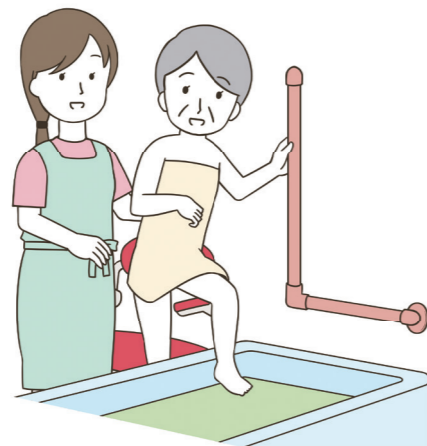
Drafting a care plan

With the goal of enabling Mrs. Yamada to bathe in a safe and relaxing way, the following support is planned.

(1) Change to a shower chair with a backrest and armrests.



(2) The care worker watches over Mrs Yamada from a place where she can be supported (on her right side) if she seems unstable.



Ms. Phuong proposed the changes in support to Mrs. Yamada, and Mrs. Yamada agreed.

Drafting a care plan

Create a care plan enabling Mrs. Yamada to bathe in a safe and relaxing way.

| Issues in daily life | Short-term goal | Details and methods of support |
|--|---|--|
| Care during bathing needs to take into account the user's current physical condition | Ability to bathe in a safe and relaxing way | 1. Changing the shower chair 1) Change to a shower chair with a backrest and armrests 2) Observe and record her behavior when using it Frequency: During bathing, every time |
| Need to review her bathing environment and improve the way care workers watch over her to provide safe bathing and support for her to live the way she wants | | 2. Watching over her when she stands up 1) Watch over her on her right side 2) Check with her whether this posture helps her stand • Sitting shallowly in the shower chair • Positioning her feet back a little Frequency: During bathing, every time When she stands up |

* This care plan is an example only. The name and format of the care plan varies depending on the care facility.

► Let's look at the care plan used at this facility.

Implementation

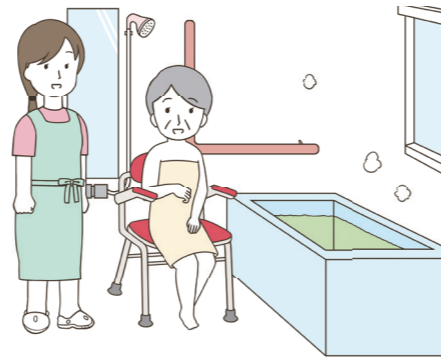
Care workers support Mrs. Yamada when bathing according to the care plan.

Things to check when providing support →

- (1) Is the shower chair easy to use?
- (2) When she stands up, is she stable?
- (3) What does Mrs. Yamada think about the new support method?

Mrs. Yamada, you'll find it easier to stand up if you sit shallowly in the chair and pull your feet back a little.

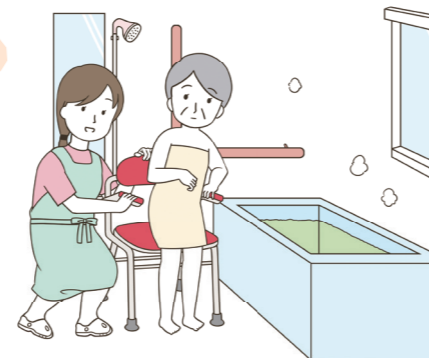
Is she pulling her feet back a little?



● Before standing ●

I'm holding on. It's fine.

Is she staggering?
Is she holding the armrest with her left hand?



● While standing ●

The shower chair seems easy to use.
You were able to bathe safely the first time.

It was nice to be able to stand up easily today.



That's great!

● After standing ●

Implementation & Evaluation

Record and evaluate what was implemented, following the care plan.

| Status of implementation | Evaluation |
|--|--|
| <p>1. Changing the shower chair</p> <p>1) Change to a shower chair with a backrest and armrests. Prior to first use, the height was adjusted. Adjustments were made while checking with Mrs. Yamada. The height was set so that both feet touched the floor while sitting deeply in the chair. She said, "This is a relief."</p> <p>2) Observe and record her condition when using the chair. When she used it for the first time: When she sat down, she held onto the armrests. The care worker supported the shower chair when she sat down and stood up. When the care worker said, "It's okay, I'm holding the chair," she nodded. She held onto the armrest when she stood up. She did not stagger or lean forward excessively.</p> | <p>Since the care worker asked her to check the shower chair and adjusted the height before bathing day, she was able to bathe safely in her new environment.</p> <p>The shower chair was stable, but she seemed to have felt more stable because the care worker was holding the chair.</p> <p>She did not stagger or lean forward excessively.</p> |
| <p>2. Watching over her when she stands up</p> <p>1) Watch over her from her right side First time: When she stood up, the care worker stood by her right side and watched her while holding the shower chair.</p> <p>2) Check with her whether this posture helps her stand. • Sitting more shallowly in the shower chair • Positioning her feet back a little First time: She sat shallowly in the chair. She was holding on to the armrest as she moved. Next, the care worker asked her if she was pulling her feet back. She nodded.</p> | |

Evaluation

One month has passed since implementation of the care plan, so the implemented content is evaluated.

- Was the goal achieved of enabling Mrs. Yamada to bathe in a safe and relaxing way?
- Was it implemented as planned?
- Was she able to take a bath as she desired?
- Is there anything more we can support her to bathe safely?



Ms. Phuong reflected on what she had done to help Mrs. Yamada live the life she wanted. Then, in consultation with other professionals, Mrs. Yamada herself, and family members, she continued to provide ongoing support based on her reflections.

4. Conclusion

Have you understood the nursing care process?

Hopefully, you now understand that the care you are constantly performing for users is based on the care plan, and that the records and reports you make after providing care are used for assessments and evaluations.

The care process is a way of thinking that you need to fully understand as a certified care worker. When you are able to provide care based on the care process, you are able to provide support to help patients get closer to the life they desire.

In addition, the care process is one of the subjects on the National Exam for Care Workers. Studying the care process will get you closer to passing the exam.

If you want to learn and understand more about the care process, try reading the assessment sheets and care plans used at your facility.

You will find that each and every aspect of care you are currently providing to users is based on a solid rationale.

Continued on next page



In order to provide care based on the care process, you need to consider the basis of each aspect of care in the course of your work.

Please also read the Care Introductory Training textbook that you used for care introductory training, as it contains translations and further details about the care process.

It may be difficult for you to understand the overall care process when providing care, but please continue your studies so that you can support users in living how they want to. We sincerely support you to become an ideal certified care worker by users and other personnel.

* Please read Chapter 3, Section 1-1) of the Care Introductory Training textbook for an explanation of what an ideal care worker should be.

You can download the English, Indonesian, and Vietnamese versions of this Guide from this QR code.



令和4年度 老人保健健康増進等事業 EPAに基づく外国人介護福祉士候補者が受入れ施設で習得する 介護技術の統一的な評価方法を確立するための調査研究

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(敬称略 座長を除き五十音順)

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EPA介護福祉士候補者が 介護過程を理解するための手引き

— 2023年3月発行 —

発行 公益社団法人 国際厚生事業団 国際・研修事業部
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本手引きは、令和4年度厚生労働省老人保健健康増進等事業「EPAに基づく外国人介護福祉士候補者が受入れ施設で習得する介護技術の統一した評価方法を確立するための調査研究」において作成されたものです。
