**Activity: Role-play assessment**

**Scenario 1**

**Name of healthcare assistant:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Six ‘Cs’ of nursing** | **Excellent** | **Good** | **Fair** | **Poor** |
| **Care** | Demonstrates outstanding patient-centred care with empathy and understanding.  Tailors advice to the patient’s needs and concerns. | Shows good patient-centred care with some empathy and reassurance.  Addresses most patient concerns. | Provides basic care but does not fully engage with the patient’s emotional or physical needs. | Care feels rushed or impersonal, with minimal patient engagement. |
| **Compassion** | Shows excellent compassion, responding sensitively to the patient’s situation and concerns. | Displays warmth and kindness but may miss some emotional cues from the patient. | Demonstrates some compassion but does not fully reassure or support the patient. | Lacks warmth or understanding; does not acknowledge patient emotions effectively. |
| **Competence** | Provides a clear, well-informed explanation of pressure injury care, prevention and treatment.  Uses accurate terminology. | Demonstrates good knowledge but may miss minor details or explanations. | Shows a basic understanding but lacks confidence or detail in explanations. | Lacks knowledge or provides incorrect information on pressure injury care. |

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| --- | --- | --- | --- | --- |
| **Six ‘Cs’ of nursing** | **Excellent** | **Good** | **Fair** | **Poor** |
| **Communication** | Uses clear, professional, and supportive language.  Actively listens, reassures and explains all steps well. | Communicates well but may not fully adapt responses based on patient concerns. | Provides information but may lack clarity, structure or engagement. | Struggles to communicate effectively – unclear, unstructured or unengaging. |
| **Courage** | Confidently addresses the patient’s needs, encourages engagement, and reinforces the importance of skin care and pressure injury prevention. | Encourages patient involvement but may hesitate in responding to challenges or concerns. | Shows some confidence but avoids difficult conversations or decisions. | Lacks confidence – avoids engaging in necessary discussions or reassurance. |
| **Commitment** | Clearly outlines a structured follow-up plan, reinforcing key points and ensuring the patient feels supported. | Provides a follow-up plan but may lack some clarity or depth. | Mentions follow-up but does not fully explain next steps. | Does not provide a clear follow-up plan or leaves the patient uncertain about next steps. |

**Scenario 2**

**Name of healthcare assistant:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Six ‘Cs’ of nursing** | **Excellent** | **Good** | **Fair** | **Poor** |
| **Care** | Demonstrates outstanding patient-centred care with empathy and understanding.  Tailors advice to the patient’s needs and concerns. | Shows good patient-centred care with some empathy and reassurance.  Addresses most patient concerns. | Provides basic care but does not fully engage with the patient’s emotional or physical needs. | Care feels rushed or impersonal, with minimal patient engagement. |
| **Compassion** | Shows excellent compassion, responding sensitively to the patient’s situation and concerns. | Displays warmth and kindness but may miss some emotional cues from the patient. | Demonstrates some compassion but does not fully reassure or support the patient. | Lacks warmth or understanding; does not acknowledge patient emotions effectively. |
| **Competence** | Provides a clear, well-informed explanation of pressure injury care, prevention and treatment.  Uses accurate terminology. | Demonstrates good knowledge but may miss minor details or explanations. | Shows a basic understanding but lacks confidence or detail in explanations. | Lacks knowledge or provides incorrect information on pressure injury care. |

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| **Commitment** | Clearly outlines a structured follow-up plan, reinforcing key points and ensuring the patient feels supported. | Provides a follow-up plan but may lack some clarity or depth. | Mentions follow-up but does not fully explain next steps. | Does not provide a clear follow-up plan or leaves the patient uncertain about next steps. |

**Reflection**

Make notes to reflect on how you did – strengths and weaknesses – and what you would do differently.