

These strategies will support you to meet the needs of clients living with a complex health condition.



Review the client's care plan to determine their potential and/or specific needs and care requirements.



Remain calm, responsive and empathetic at all times.



Ensure that the environment is clutter-free and safe.



If the client has any neurological and/or cognitive disorders, a low stimulus and calm environment may be best.



Provide all care according to the client's cultural needs, values and beliefs.



Actively engage with the client, including asking them about their preferences and for permission/consent.



Listen to what the client says. This may be through various verbal or non-verbal communication.