**OBSERVE, RECORD and REPORT**

One of the most important services a home care agency can provide their clients and families is regular, updated information about their loved ones.

Direct-care Workers spend more time with clients than any other health care worker. That makes you the “eyes and ears” of the care team. Things that direct-care workers notice about clients could improve or even save their lives.

This important part of the worker’s job is called **“Observe, Record and Report”** or **ORR** for short.

When the caregivers meet their clients for the first time, they begin the process of learning about them and developing a general baseline which is used in the future to identify any changes that may have occurred. Caregivers learn about their clients from their supervisors, the care plan and from the clients themselves. From that point forward, caregivers observe their clients from day to day, paying particular attention to changes in their daily routines, behavior, ways of communicating, appearance, general mood or manner and physical health. Observing means more than just watching for obvious changes; it also means being sensitive to even subtle changes. This is an ongoing process that takes place every time a caregiver is on duty. It requires that caregivers use all of their senses – sight, hearing, touch and smell. It means taking the time to speak with clients, ask questions and really listen to their answers. A good listener hears more than words. A good listener also pays attention to other forms of communication such as body language and facial expressions.

**What should I observe?**

* Changes in the client’s condition – physical, mental, and emotional
* Changes in the environment or setting that could affect client's health
* Changes in relationships with family and friends that could affect the client's health

**Changes in client’s condition to look for:**

* Fall or injury
* Signs of physical discomfort; complaining of pain
* Change is what the client can do
* They are more tired
* They need more help than usual
* They are not eating as much
* Changes in behavior
* They are quieter
* They are less alert
* They are more agitated
* They are more confused
* Changes in physical appearance
* They have a rash
* They have a pink or reddened area of the skin
* They have a bruise(s)
* They have an open area of the skin

**Changes in the client’s environment to look for**

* Potential safety ha
* Health Hazards

**Changes in relationships with family and friends to look for**

* Family or friends who used to visit regularly and don’t anymore
* Family or friends who suddenly start visiting regularly

**Reporting**

* The aide should report changes of client’s condition to the supervisor who will provide the information to the nurse or case manager
* Report all hospitalizations to your supervisor
* Report all incidents concerning yourself and/or your client to your supervisor; who will complete an Incident Report
* A work related injury must be reported immediately to your supervisor
* Not Home/Not Found
* do not enter or remain in a home if the client is not present
* when a client is not home for scheduled visit contact your scheduler
* do not perform any tasks (housekeeping, laundry, groceries) when the client is not home

**If a caregiver sees signs that the client may be the victim of abuse or nelect, they must immediately report it to the proper authorities and notify your supervisor**

**1-800-922-2275 operating 7 days a week, 24 hours a day**