

Name _____ Date _____

Stop using 'dearie', nurses told

<http://news.bbc.co.uk/go/pr/fr/-/1/hi/health/7748164.stm>

Adapted from BBC News 26.11.2008 © BBC MMVIII

Calling older patients "dearie" or "love" is set to be ruled out as offensive by new guidelines from the Nursing and Midwifery Council

Nurses should speak "**courtiously** and respectfully" and use patients' **preferred names**, the NMC recommends.



But **terms of endearment** can be used in some areas if they are part of **everyday speech** - it may **appear** unusual if they are omitted, the draft guidance says.

The Conservatives said the guidance was "**ridiculus**".

Guidance for the Care of Older People, which is awaiting **approval** from NMC Council members next week, advises against behaviour that could be **deemed patronising**, Nursing Standard **magezine** reveals.

Dignity drive

It says effective communication is one of the most **essential** skills that a nurse can have. Poor communication can have **serious** consequences and can damage the relationship between a nurse and an older person.

The guidelines, constructed around the **views** of older people, fit with the government's drive for dignity in care. They say nurses should communicate with older people not only by talking to them, but also by listening.

Nurses and midwives must also "make the care of people your first concern, treating them as **individualls** and respecting their dignity".

Although most nurses know that they should be doing this, the NMC said it was aware that nurses do not always do it.

Benchmark

Kindly contributed by Dave Norgate at Bromley Adult Education College. L2.1-L2.4 (reading comprehension, main points & specific detail, identify points of view). Rw/L2.3 (vocabulary, synonyms).); Ww/L2.1 (spelling); Wt/L2.1-L2.7 (Level 2 writing).

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An NMC spokeswoman said: "The guidance sets out what older people should expect when receiving care and therefore provides a **framework** to help nurses and midwives focus on the issues which matter most to them."

She said the guidance could be used to **challenge** poor standards of care and judge staff **performance** against.

They cover issues including respecting privacy and providing **fundamental** care like adequate fluids assistance with eating and **personnel** hygiene when required.

Dr Peter Carter, chief executive and general secretary of the Royal College of Nursing, said: "We completely support these guidelines. Everyone has the right to be treated with dignity and respect and that doesn't change when it comes to healthcare. "For a long time we've been saying that nurses should ask patients how they would like to be **addressed**."

"The RCN Dignity campaign is about making sure that every nurse can take steps to make patients feel comfortable in **potentially** difficult circumstances. Addressing patients **properly** is one small step that staff can and have taken to improve care."

A spokeswoman from Age Concern said: "How hospital staff talk to older people is a small, but important part of considering their needs and wishes."

In a recent poll of more than 2,000, eight out of 10 nurses said they had left work **distressed** because they had been unable to treat patients with the dignity they deserved.

However, Shadow health minister Anne Milton said: "This is ridiculous and does not **do justice to** nurses' professionalism and understanding of patients' needs."

"We all want to see the very highest standards of care, with patients **treated** with respect and dignity, but using terms of endearment does not conflict with this."

"I think most people will see guidance such as this as the world having gone mad."

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A. The words in **bold** are misspelled. Can you identify the correct spelling?

1. What is the correct spelling of **courtiously**?

a curteously	c courteously
b curtiusly	d curtiously

2. What is the correct spelling of **ridiculus**?

a ridicculous	c ridiculous
b riddicculous	d ridiculus

3. What is the correct spelling of **aproval**?

a approvel	c aprovel
b approvall	d approval

4. What is the correct spelling of **magezine**?

a maggazine	c maggezine
b magazzine	d magazine

5. What is the correct spelling of **individualls**?

a individuals	c individuels
b individduals	d individuells

6. What is the correct spelling of **performance**?

a perrformance	c performense
b performance	d performance

7. What is the correct spelling of **personnel**?

a personall	c personel
b personal	d personall

8. What is the correct spelling of **adressed**?

a adressed	c addressed
b adrest	d addressed

9. What is the correct spelling of **properly**?

a properly	c properlly
b propary	d propally

10. What is the correct spelling of **treeted**?

a treetted	c treetted
b treted	d treated

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B. What do the following words or phrases mean? They are in *italics* in the text.

1. *preferred names*

2. *everyday speech*

3. *patronising*

4. *do justice to*

5. *terms of endearment*

C. Read the text and answer these questions

1. Who has issued the guidelines?
2. What are the two ways of communication?
3. What are considered to be the basics of nursing care?
4. Why have 80% of nurses gone home distressed?
5. Why does Anne Milton believe that this initiative is an insult to nurses?

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D. Look at the words in the text that are in **underlined bold**. They are listed on the left below. Match them with a word on the right that can replace them in the text. For example **appear** can be replaced by seem

<u>appear</u>	→	seem
<u>deemed</u>		beliefs
<u>essential</u>		judged
<u>serious</u>		confront
<u>views</u>		possibly
<u>framework</u>		vital
<u>challenge</u>		elementary
<u>fundamental</u>		troubled
<u>potentially</u>		structure
<u>distressed</u>		grave

E. What are your views on this matter?

Is it insulting to patients? Does it really matter? If it is insulting, why should this not apply to other professions? Is nursing care not more important than how someone is addressed? Explain your views.

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ANSWERS

A.

1. c courteously
2. c ridiculous
3. d approval
4. d magazine
5. a individuals
6. b performance
7. b personal
8. c addressed
9. a properly
10. d treated

B

1. preferred names – the name by which a person likes to be called/known
2. everyday speech – the common language used by most people in their daily life
3. patronising – talking down to someone
4. do justice to – to treat fairly
5. terms of endearment – expressions of affection (genuine or otherwise)

C.

1. The Nursing and Midwifery Council
2. Talking and Listening
3. Adequate fluids, assistance with eating and personal hygiene
4. They had not been able to treat patients with the dignity they deserved
5. It does not give justice to their professionalism

D

deemed	judged
essential	vital
serious	grave
views	beliefs
framework	structure
challenge	confront
fundamental	elementary
potentially	possibly
distressed	troubled