

**Long-term Care
Nursing
Assistant
Guide**





To everyone who wants to become a Nursing assistant.

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To everyone who wants to be a long-term care assistant

Everyone who says, “I don’t have a qualification, but I’m interested in a long-term care job.” Would you like to work with us as a “Long-term care nursing assistant” ?

Depending on the facility, it may be called “Nurse aide” or “Nursing support worker” instead of “Nursing assistant”. All of these are the jobs that can be started at any age, and are characterized by being able to engage in nursing care work without having a special qualification.

This guidebook is for those who are interested in nursing care work, but are worried about aptitude test and physical strength, or need to study to acquire a qualification and are hesitating to challenge the job. The purpose is to let you know what “Nursing assistant” are, and aim to become a Nursing assistant.

1 What is a Nursing job?

First of all, we will introduce the types of services, related facilities, and occupations so that you can get to know the nursing care industry.

(1) Types of nursing care services

There are various types of nursing care services, such as a care staff visiting the user’s home, offering the user to visit the care center etc.

The types and contents of typical nursing services are introduced below.

Table: Typical services

Classification	Facility/service name	Content
Admission service	Nursing care facility for the elderly	It is a facility that provides daily services such as rehabilitation, medical care / nursing care, meals, bathing, etc. under the medical management of a doctor so that people who have been hospitalized due to injury or illness can return to their routine after being discharged from the hospital.
	Welfare facility for the elderly	It is a place where people who need 24-hour care because it is difficult to take care at home, such as when they are bedridden.
	Nursing care type medical facility	It is a medical institution that provides long-term care services for people who have chronic illnesses and need long-term medical treatment.
	Nursing care clinic	It is a long-term care and living facility for people who need medical care.
Commuting-based service	Commuting rehabilitation service	This service can be used by commuting to long-term care. They perform rehabilitation with specialists such as physiotherapists and occupational therapists to help maintain and recover physical function and to help you have independent daily life.
	Short-term stay at a care facility	For a short period of time, getting admitted at the Long-term care facility for physical training and getting assistance for daily life.
	Commuting Care (Day service)	Going to the day service center for daily life support such as eating, bathing etc.
In-home services	Home-visit care	A helper will visit your home and assist you in your daily life.
	Home-visit nursing care	Under the direction of a doctor, a nurse will visit your home to assist you with health check ups and medical treatment.
	Home-visit rehabilitation	Under the direction of a doctor, a physiotherapist will visit your home and perform rehabilitation to help maintain and recover your physical condition and help you become independent in your daily life.

(2) Typical long-term care facility

Some long-term care services provide long-term care at the institution.

Here, we will introduce the Nursing Care Facility for elderly and the Welfare Facility for the elderly as typical long-term care facilities.

What is Long-Term Care Facility (for elderly) ?

■ Overview

This facility provides daily services such as long-term care / rehabilitation, meals / bathing, etc. for those who have been hospitalized and need nursing care or medical care to return to their homes after being discharged from the hospital.

■ Target person

It is intended for those who do not need hospital treatment but need rehabilitation or nursing / long-term care. (Those who have been certified as requiring nursing care 1 or higher.)

■ Service content

- Rehabilitation by physiotherapists, occupational therapists, etc.
- Medical care / nursing (examination, medication, etc.)
- Nursing care in daily life (meal, bathing, excretion, etc.)
- Others (consultation assistance, recreation, etc.)



What is a nursing care facility for the elderly (special nursing home for the elderly) ?

■ Overview

It is a facility that provides long-term care for the elderly who need constant care and have difficulty living at home.

■ Target person

It is intended for people who need constant care and have difficulty living at home. (Those who have been certified as requiring nursing care 3 or higher.)

(If it is found that it is difficult for people requiring nursing care 1 or 2 to live at home due to unavoidable circumstances, it is possible to enter as a special case with the appropriate involvement of the municipality.)

■ Service content

- Nursing care in daily life (meal, bathing, excretion, etc.)
- Functional training (rehabilitation, etc.)
- Daily health management (vital check, etc.)
- Others (life consultation, recreation, etc.)



(3) Types of occupation at Long-term Care Facility

Just as there are different types of long-term care services and facilities, there are many occupations of people working in the facilities.

First of all, I will explain the outline of the Nursing care job.

What is a Nursing care job?

■ Overview

It is a profession that provides services necessary for daily life while staying close to the lives of the elderly.

■ What kind of work?

It is a job that supports the daily lives of the elderly.

Assistance with meals, bathing, toilets, etc., not only specialized knowledge and skills, but also creativity and resourcefulness for work is required.

■ What kind of occupation?

Typical occupations are as follows.

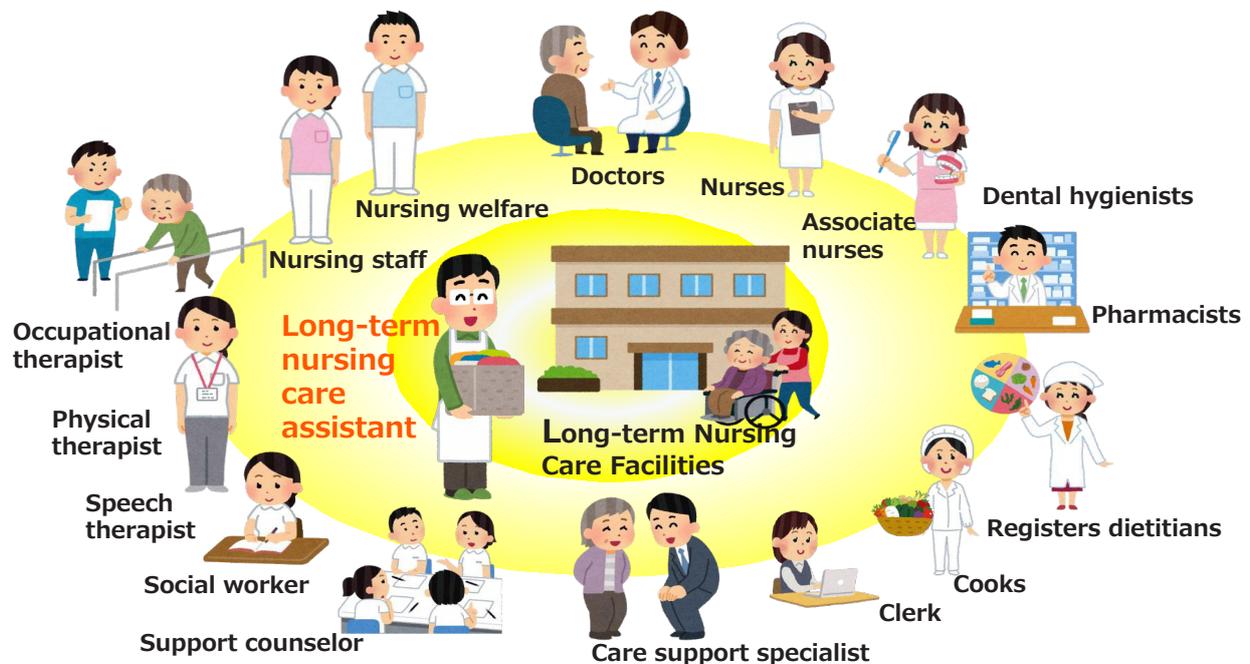


Table: Types of occupations related to long-term care facilities

Occupation	Job description
Care worker Care staff	Assisting users and taking care of patient' s surroundings and supporting them so to lead their daily lives comfortably.
Doctor	Giving instructions to nurses and rehabilitation professionals after understanding the diagnosis and treatment and the situation of the patient.
Nurse / Associate Nurse	Cooperate with doctors to manage patient medically and utilize their medical knowledge to provide appropriate care.
Physiotherapist (PT)	Evaluate patient, create rehabilitation plans, and provide specialized rehabilitation. The physiotherapist PT mainly improve body movement/function, the occupational therapist OT mainly maintains and improves applied movement ability and social adaptability, and the speech therapist ST mainly maintains and improves speech and swallowing function.
Occupational therapist (OT)	
Speech therapist (ST)	
Registered dietitian / nutritionist	In order to maintain and improve the nutritional status of patient, we will set the diet according to the condition.
Pharmacist	Providing guidance on compounding medicine and medication management.
Dental hygienist	Oral care, oral care guidance to long-term care staff, etc.
Nursing care specialist (Care manager)	Providing guidance for people requiring support, their families, and support them so that they can receive long-term care services according to their condition.
Support counselor (Long-Term Care Health Facility) Life counselor (Nursing care facility for the elderly)	In charge of creating care plans and contacting and coordinating facility staff, doctors, physiotherapists, local government staff, etc.
Others	Social workers, clerk, cooks, etc.

The occupations and staff listed here are just a few examples.

Staff with various specialized knowledge and skills are engaged in nursing care work as a team and support the lives of patient.

2 About the work of a long-term care assistant

Overview of long-term care assistant

What kind of role does the “long-term care assistant” have in the long-term care profession, and what are the merits and characteristics?

What kind of work does a “long-term care assistant” do?



It is a job to support long-term care staff at long-term care insurance facilities and business establishments.

Long-term care work covers a wide range of tasks such as meal assistance and independent support, but we do not provide direct nursing care such as “toilet assistance” or “bathing assistance” to users, but mainly perform other peripheral work.



How is it special to become a Nursing care Assistant?



It is possible to increase the number of people who involve in long-term care and to specialize in long-term care profession.

What are the benefits of working as a long-term care assistant for foreigners?



It is a place of employment for those who are motivated but do not have the opportunity to work.

3 Business Overview

Differences between the work of long-term care staff and the work of long-term care assistants

So far, I have briefly explained the work of long-term care and the work of long-term care assistants. So what is the difference between a care worker and a care assistant?

The biggest difference between a long-term care staff and a long-term care assistant is whether or not to provide direct care.

Nursing care (direct physical care) is the work of the long-term care staff, and the long-term care assistant is asked to carry out the work associated with physical care and peripheral work. Think of a long-term care assistant as a job that helps the caregiver staff. Let's take a meal scene as an example.

Imagine a caregiver feeding the patient who has difficulty swallowing. It is difficult for the caregiver to take care of other patients at the same time. In such a case, the long-term care assistant helps the caregiver with paying close attention to the situation of other patients like serving tea, so that we can provide sufficient long-term care services.

Table: Differences of work between Nursing care staff and Nursing care assistants (Example : meal scene)

[Long-term Nursing care staff] (Direct nursing care)	[Long-term Nursing care assistant] (Peripheral work)
Meal assistance	Distribution of aprons and hand towels
Meal watching	Tea making and distribution
Confirmation of intake	Serving
Medication assistance	Distributing self-help tools
Clearing up leftover food and dishes	Meal watching
User guidance	Cleaning up the dining room
Oral care	Call for elevator movement



About main peripheral work

In addition to the meal scene, there are a wide variety of tasks associated with long-term care in the facility and peripheral tasks, and specific examples include the following tasks.

■ Cleaning and maintenance

- Cleaning the room and cleaning up meals
- Bed making, sheet exchange
- Environmental adjustments such as ventilation and humidification
- Replenishment or replacement of equipment



■ Assistance for each preparation

- Serving meals
- Preparation and tidying up of self-help tools and rehabilitation tools
- Call out when moving



■ Other

- Watch over
- Who to talk to
- Transfer between nursing care facility and home
- Helping with hobby activities such as gardening, etc.

Nursing care assistant is not in-charge of all the above works.

Find a job that you can do yourself.



4 Contents of actual work

(1) Specific duties of long-term care assistants

Up to the previous page, we have introduced the work (peripheral work) performed by the long-term care assistant. From now on, we will look more concretely at the work that you will actually be asked to do when you decide to work at a facility as a long-term care assistant.

Care assistant jobs are categorized by degree of difficulty, and the difficulty classification is referred to as a “class” in this guide. “Classes” are divided into three stages, C to A, from tasks that can be performed without knowledge of long-term care to tasks that require a certain level of specialized knowledge.

About the class of peripheral work performed by the care assistant

■ C class

It is easy to create manuals and patterns, and even people with little specialized knowledge or skills can do it. Specifically, it includes cleaning, tidying up, and preparing equipment.

■ B class

This is a task that requires specialized knowledge and skills that can be acquired through short-term training. Specifically, it includes bed-making, precautions when serving according to the patient’s condition, etc.

■ A class

It is a relatively advanced work that requires a certain level of specialized knowledge, skills, and experience.

(Watching over patient, talking to them, helping with hobby activities, etc.)

The work content and classes may differ from those introduced in this guide depending on the nursing care facility where you actually work. This is because the content of peripheral work differs depending on the facility. Also, even if the work content is the same, the correspondence may change depending on the patient, so please refer to the content of the classification only.

The details of the work can be found through guidance and training from the person in charge of the facility where you work.

Next, let’s look at the business content of each class.

Peripheral work by class

■ C class

"C class" includes work like making easy manuals and patterns, and can be done even by those who have little specialized knowledge and technical skills. Those who are involved in nursing care work for the first time or who want to start by knowing the basic work of the facility will start from this class.

Table: C-class work content

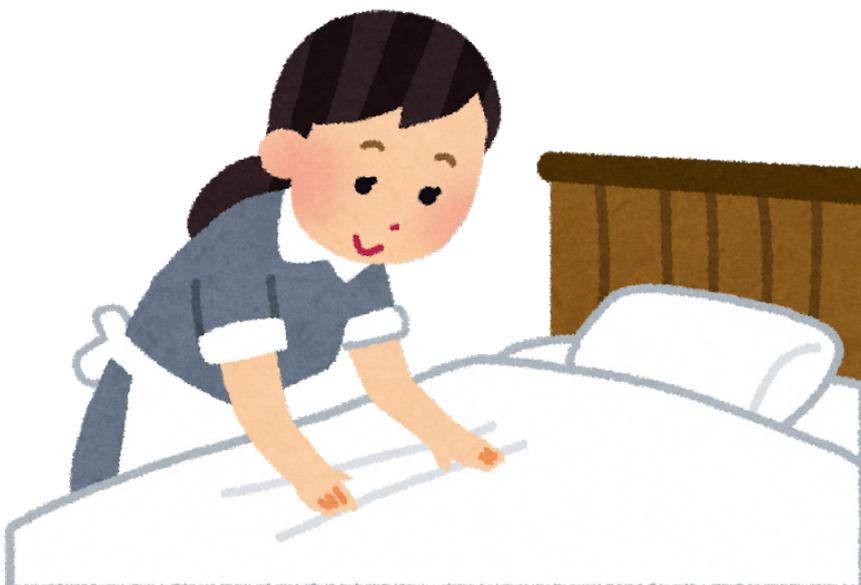
Classification (Major item)	Classification (Middle item)	Work content (Sub-item)
Wake up	Preparation	Environmental adjustments such as opening curtains and floor ventilation
Meal	Meal preparation and cleaning	Table cleaning
		Distribution of aprons and hand towels
		Cleaning self-help tools, washing dishes, etc.
		Dining room cleaning (table / floor cleaning)
Cleaning	Cleaning of living room / common area	Maintenance of ventilation and humidifier in the facility
		Floor cleaning / handrail wiping
		Toilet cleaning
		Sheet exchange
		Bed making
		Garbage disposal
		Replenishment of goods
Washing	Laundry / laundry cleaning	Washing
		Laundry folding / returning
		Making hand towels
Bathing	preparation and cleaning	Run the bath
		clothing preparation
		Bathroom cleaning
		Replenishment of goods
Maintenance	Facility management	Vehicle cleaning
		Plantation management (watering)
		Equipment check / replenishment / replacement
Rehabilitation	Rehabilitation	Clean up goods
Recreation	Preparation and cleaning	Preparation of tools and projects
		Cleaning up tools etc.
Going to bed	Preparation	Preparing to change clothes for the next day

■ B class

”B class” is a business that requires specialized knowledge and skills that can be acquired through short-term training. You can step up after getting experience in C-class work or taking training. In addition, those who have experience in long-term care and medical care (work experience, possession of qualifications, etc.) will be engaged in B-class work in parallel with C-class work.

Table: B-class work content

Classification (Major item)	Classification (Middle item)	Work content (Sub-item)
Wake up	preparation	Preparing for hydration
Meal	Preparation and cleaning	Distribution of self-help tools, etc.
		Serving meal ,serving tea
		Cleaning up left-over food and dishes
Cleaning	Cleaning of living room / common area	Bed making
Bathing	Bathing assistance	Preparing for hydration
Recreation	Preparation and progress of recreation	Planning, preparation
		Progress, lecturer



■ A class

”A class” is a relatively advanced work that requires a certain level of specialized knowledge, skills, and experience. You can step up after getting experience in B-class work or taking training.

Table: A-class work content

Classification (Major item)	Classification (Middle item)	Work content (Sub-item)
Meal	Meal preparation / assistant	Making food easy to chew and swallow
		Calling out for movement towards cafeteria
		Watch over
Toilet	Toilet assistance	Calling out for movement towards toilet (call out patient to wear cloth pants)
Bathing	Assistance when taking a bath	Calling out for movement towards bathroom
		Watch over
		Hair drying
Rehabilitation	Rehabilitation assistant	Assistance in physiotherapy (hot packs, etc.)
		Watching over self-training
Recreation	Support for recreation planning, progress, and work	Assistance for hobbies, activities
		Planning
		Call out for movement
		Progress / Lecturer / Support
Other	Movement	Calling out and watching when moving in a wheelchair
		Calling and watching while walking
	Other	Watching over in the facility
		Communication
		Transfer by car



(2) Specific example of a day as a long-term care assistant

Next, let's apply the peripheral work for each class of C to A shown in the previous section to the flow of the day.

For example, if you are in charge of class C, the content of "business content (small items)" in the C line of "business of long-term care assistant (by class)" will be the business in charge.

Table: Daily flow (example)

Time zone	Classification (Major item)	Classification (Middle item)	Classification (Sub-item)	Nursing care staff work	Long-term care assistant duties (By class)
Early morning	Wake up	Preparation	Open the curtain		C
			Preparing for hydration		B
		Toilet	Calling out for movement towards toilet		A
			Toilet assistance	●	
	Changing clothes		Changing clothes · grooming · denture adjustment	●	
	Meal	Breakfast	Table cleaning		C
			Distribution of aprons and hand towels		C
			Call for movement to the cafeteria		A
			Serving meal and tea		B
			Meal assistance / confirmation of intake amount	●	
			Watch over		A
			Clearing up left over food and dishes		B
			Washing dishes, cleaning the dining room		C
			Oral care	●	
Morning	Cleaning	Cleaning of living room / common area	Ventilation / cleaning		C
			Toilet cleaning		C
			Garbage disposal / replenishment of goods		C
		Living room cleaning	Sheet exchange		C
			Bed making		B / C
	Laundry	Laundry		C	
	Rehabilitation	Rehabilitation	Execution / training	●	
			Physical therapy assistance		A
			Watching over self-training		A
			Clean up goods		C

★ Care assistant' s Point: Let's start with "what you can do!"

The work content and classes may differ from those introduced in this guide depending on the facility where you actually work. This is because the content of peripheral work differs depending on the facility. Also, even if the work content is the same, the correspondence may change depending on the patient, so please refer to the content of the classification only.

People of "A Class" do not provide direct help for the patients for getting up from wheelchair etc., unless it is an emergency or admitted at facility. The work is basically to assist patients indirectly such as calling or watching. However, don' t take yourself so seriously.

If you have any problem, such as how far you can proceed, please seek guidance by communicating with the care staff. There are many things that care staff can also learn and get helped.

For example, watching, a staff will be very helpful if you watch over some patient, because the staff will be able to do other tasks and increase their sense of security.

In addition, if you can tell us what you are good at and your hobbies to help planning recreation activities, it will lead to revitalization of the facility. Please deepen interaction with the community through your work as a long-term care assistant.



Orientation materials when accepting long-term care assistants

Points to keep in mind when dealing with work

Here we will explain you the points to be kept in mind when engaging in a long-term care job in order to support the life desired by the patient.

Note ①: Things you should not do

When moving to a meal or toilet, only call out.

For example, even if the on-site care staff is busy during meal time, the care assistant should not provide meal assistance on their own. Experience-based precautions are required for dietary assistance, such as the there is risk of accidental ingestion and accidents of people who have difficulty swallowing due to lack of attention.

The same applies to assistance services related to toilets and bathing.

Also, be sure to wash your hands, gargle, and cough etiquette to prevent infections.

Note ②: Strict adherence to personal information protection (privacy)

Understanding that the user is a person with personality and thoughts is very important. Since long-term care is an important task that is deeply related to personal privacy, it is necessary to respect the personality of the patient and pay sufficient attention to the protection of privacy. Being in direct contact with the user means being in contact with a lot of personal information. The information obtained there should never be shared with outsiders.

Nowadays, SNS and video posting sites have become easy to use. However, while these services are convenient, once posted information is spread over a wide area in a short period of time it becomes difficult to delete it. Please refrain from using it in the workplace.

★ Care assistant Point: Law on confidentiality that care staff should follow

[Reference] Personnel of long-term care health facility, facilities and equipment, and operation of the Long-Term Care Health Facility (Ministerial Ordinance No. 40)

(Confidentiality, etc.)

Article 32 Employees of the Long-Term Care Health Facility shall not divulge the secrets of residents or their families which they have learned in the course of their work without having a justified reason.

2 The Long-Term Care Health Facility must take necessary measures so that a person who was an employee does not divulge the secrets of a resident or his / her family that he / she knew in the course of his / her work without a justifiable reason.

3 The Long-Term Care Health Facility must obtain the consent of the resident in writing in advance when providing information of the resident to the Long-term care health facility.

Note ③ : Avoiding close calls

As another point to note, I would like to introduce an example of a close call. A close call is an event where there was no damage caused to the user but in the daily life there was a narrow escape from the damage or disaster.

Case 1: Accident due to misplaced equipment

[Event] A user was about to get hit by a cleaning tool left in the corridor.

[Cause] Equipment management was inadequate. In addition, there was insufficient confirmation of dangerous goods/tools in the patient's way.

Case 2: Accident during recreation

[Event] When a patient was enjoying karaoke, another patient's leg got stuck into microphone cord and was about to stumble.

[Cause] No proper understanding of position and wiring of the microphone / device. In addition, the monitoring of patient's behavior was insufficient.

Case 3: Swallowing during meal time

[Event] When the staff took their eyes off, the patient swallowed the oranges.

[Cause] Insufficient attention to the patient and lack of observation that staff knew the patient's dietary habits but overlooked it.

Case 4: Insufficient reporting and consultation

[Event] forcing yourself to work during poor physical condition, but you were actually infected with influenza.

[Cause] Didn't inform because didn't want to trouble anyone as there was lack of staff. Lack of staff report / consultations and communication between staff.

In many cases, the problem is that you do not notice the close call in your daily work, or even if you do, you cannot share the information. To prevent serious accidents, please report or contact your care staff if you notice or have any concerns.

Above information is what we want everyone who wants to be a long-term care assistant to know. While paying attention to the points to keep in mind, first try and challenge the work which you can do yourself. By working as a long-term care assistant and working with facility staff, you should be able to get a sense of accomplishment and find something worthwhile.

Appendix Business reference materials

<Example of the flow of the day>

In this page, we will introduce the daily work flow by class as an example.

The work flow changes depending on the facility, so please use it as a reference.

Time zone	Classification (Major item)	Classification (Middle item)	Main Work (care staff)	Work requiring attention(A class)	Work requiring attention(B class)	Simple work (C class)	
Early morning	Wake up	Preparation			Preparing for hydration	Open the curtain	
		Toilet	Diaper change	Call out to move towards toilet			
		Changing clothes	Changing clothes · grooming				
	Meal	Breakfast		Getting out of bed / moving assistance	Making food easy to chew and swallow. Call for movement to the cafeteria	Distribution of self-help tools	Table cleaning Distribution of aprons and hand towels
				Meal assistance	Watch over	Serving meal and tea	
				Drug distribution			
			Confirmation of meal amount and medication		Clearing up leftover food and dishes	Washing dishes, etc.	
		Oral care			Dining room cleaning (table / floor cleaning)		
Morning	Cleaning	Living room cleaning				Ventilation / floor cleaning Toilet cleaning Sheet exchange	
		Laundry			Bed making		
		Common area cleaning				Garbage disposal Replenishment of goods Laundry	
	Other	Rehabilitation	Rehabilitation enforcement		Physical therapy assistance		Ventilation / floor cleaning Toilet cleaning Handrail wiping Garbage cleaning Replenishment of goods
					Watch over self-training		
							Clean up goods



Time zone	Classification (Major item)	Classification (Middle item)	Main Work (care staff)	Work requiring attention(A class)	Work requiring attention(B class)	Simple work (C class)
Afternoon	Meal	Lunch	Getting out of bed / moving assistance	Making food easy to chew and swallow	Distribution of self-help tools, etc.	Table cleaning
			Meal assistance	Call for movement to the cafeteria		Distribution of aprons and hand towels.
			Drug distribution	Watch over	Serving meal and tea	
			Confirmation of meal amount and medication		Clearing up leftover food and dishes	Washing dishes, etc.
			Oral care			Dining room cleaning (table / floor cleaning)
	Bathing	Preparation	Movement assistance	Call for moving to the bathroom		Run the bath
			Undressing			Bathing clothes preparation
		Bathing	Bathing assistance	Watch over		
	Clothing		Drying hair	Preparing for hydration	Bathroom cleaning	
	Laundry	Laundry				Replenishment of goods
	Maintenance	Maintenance				Folding clothes to be washed / returning
						Making hand towels
						Vehicle cleaning
						Plantation management (watering)
					Equipment check / replenishment	
Recreation	Recreation		Assistance for hobby activities			
			Planning			
		Direct support		Preparation		
			Progress / Lecturer			
			Support		Clean up	
Evening / night	Other	Other	Communication	Communication		
			Wheelchair / walking assistance	Watching over wheelchairs and walking movement		
	Meal	Dinner	Getting out of bed / moving assistance	Making food easy to chew and swallow.	Distribution of self-help tools, etc.	Table cleaning
			Meal assistance	Call for movement to the cafeteria		Distribution of aprons and hand towels.
			Drug distribution	Watch over	Serving meal and tea	
			Confirmation of meal amount and medication		Clearing up leftover food and dishes	Washing dishes
			Oral care			Dining room cleaning (table / floor cleaning)
	Going to bed	Toilet	Toilet assistance (toilet / diaper)	Call to move towards toilet		
			Changing clothes			Preparing clothes for next day
			Bedtime confirmation			



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