

CONDUCTING A HOME VISIT

Introduction

- ❖ The purpose of the home visit is to interact with the family for health promotion & preventive care.
- ❖ The Anganwadi worker (AWW) has to conduct a home visit for two hours every day, especially to reach out to the under 3s.
- ❖ During home visit try to develop rapport with the family members, communicate key health and nutrition messages, support them for better health care practices, identify illnesses early and provide appropriate advice.
- ❖ In particular, homes with a pregnant woman who had an abortion or delivery within the last one month, or with a child below two or any malnourished child needs regular home visits.
- ❖ Give specific and clear messages. See example below:



Pointers to Keep in Mind While Conducting Home Visits



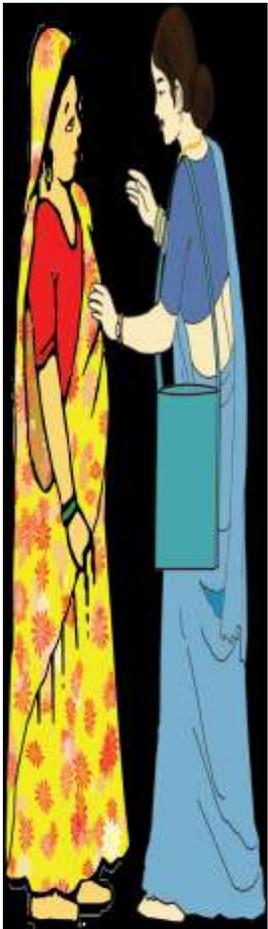
- ❖ Gather information to understand the situation.
- ❖ Ask appropriate initial questions
- ❖ Listen to the woman's response actively and do not interrupt while she is speaking.
- ❖ Seek more information by asking more probing and detailed questions regarding duration of illness and symptoms.
- ❖ Listen, and then praise mother for corrective actions she is taking.
- ❖ Then make suggestions to the mother/woman on what further she needs to do in short sentences & clear blocks of information.
- ❖ Repeat the key information to make sure that the mother has understood.
- ❖ Discuss and try to correct any misconceptions or rumours.
- ❖ Finally, arrange for follow-up visit or referral.
- ❖ Do not "prescribe" health advice, just "counsel" the mother.

Gratuitous Messages	Ineffective Messages	Useful Health Communication Message
To prevent diarrhoea, pay attention to surroundings		To prevent diarrhoea, please ensure that you wash your hands with soap & water before preparing food or feeding the child & after cleaning defecation
Take good care of the child		Are you able to find enough time to feed the child? To play with the child? Who looks after the child when you are at work?
Your child is now 1 year old. You must give it nutritious food.		Would it be possible for you to give your child an egg daily (or milk, green vegetables etc.)? How would you manage it? Would other children in the family also demand it, & would that create a problem?

All Visits

(Basic communication skills to create friendly environment)

- Greeting
- Explain the purpose of your visit
- Act in a way so family feel they can confide in you
- Speak in gentle tone
- Use simple words in local language
- Be respectful
- Praise that the woman is doing correctly and build up her self-confidence
- Point out why you are discouraging some of the wrong practices; do not merely condemn it or brand it as bad, superstition etc.
- Ask, don't tell
- Check if the woman has any queries
- Thank the woman and the family members and inform them about the next visit



Difficult Situations

If the woman is shy

- Speak of general things to 'warm her up'
- Encourage the woman to speak
- Praise the woman more to make her confident
- Repeat the questions

If the woman is non-cooperative or argumentative

- Praise the woman to make her feel secure
- Empathize with her and be friendly; do not get angry
- Spend more time in listening to her
- Do not push if the woman is still not immediately receptive but just say that you would like to come again

If the woman is curious and asks many questions

- Answer her questions in simple language
- Explain that you will be coming frequently so they can talk again

