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Unit 5: Post-hospital care

Dialogue 1: assessing symptoms (A2)

Dialogue 2: personal care briefing (B1)

Dialogue 3: communicating with patients (B1)

Dialogue 4: hip problem (B2)

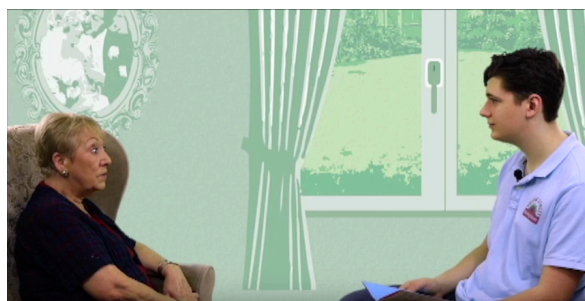
Dialogue 5: preparing for surgery (B2)



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In this unit

Post-hospital care

This unit contains dialogues related to care and preparation in respect of nursing home residents. Covering aspects of preparation as well as post-hospital care issues, the unit provides a wide range of specific vocabulary and references to professional medical practice and care provision.

Characters from dialogues

Person receiving care

- Mrs Jones is a 75 year old lady who has recently moved into a residential care facility. She is still physically able and enjoys many of the free-time activities provided for residents.

Caregiver

- Peter is a 20 year old caregiver who has worked in the residential care facility for almost two years. He is well liked by the residents and his mature approach to his work means that he is often given responsibility for activities normally assigned to more experienced caregivers.

Care provision manager

- Mrs Rose is a care provision manager at a nursing home. She is the direct line manager of caregiver Peter.

CONTRACTIONS in English

Sometimes two words are joined together to form a new word that has the same meaning as the two original words. We call these words 'contractions'.

When the two words are joined together one or more letters are taken out and replaced with an apostrophe.

Contractions are often used in the unit dialogues to provide a more authentic speech pattern.

REFERENCE - Common contractions used in English:

| Contraction | Original form | Example sentence |
|-------------|--------------------|-----------------------------------|
| aren't | are not | You aren't my friend. |
| can't | cannot | I can't find my pencil. |
| couldn't | could not | He couldn't answer the question. |
| didn't | did not | I didn't want to eat any cake. |
| doesn't | does not | My dog doesn't eat fish. |
| don't | do not | I don't like to play football. |
| hadn't | had not | We hadn't visited London before. |
| hasn't | has not | She hasn't finished her coffee. |
| haven't | have not | They haven't arrived yet. |
| he'd | he had / he would | He'd been there before. |
| he'll | he will / he shall | He'll be coming later. |
| he's | he is | He's my brother. |
| I'd | I had / I would | I'd seen the person in the park. |
| I'll | I will | I'll collect the parcel tomorrow. |
| I'm | I am | I'm your friend. |
| I've | I have | I've got a new bicycle. |
| isn't | is not | That isn't my bicycle. |
| it's | it is | It's time for dinner. |
| let's | let us | Let's go to dinner together. |
| mustn't | must not | I mustn't eat too much. |

| Contraction | Original form | Example sentence |
|--------------------|----------------------|--|
| shan't | shall not | We shan't eat here again. |
| she'd | she had / she would | She'd always arrive early |
| she'll | she will / she shall | She'll bring a gift to the party. |
| she's | she is / she has | She's my sister. |
| shouldn't | should not | They shouldn't play in the house. |
| that's | that is | I think that's the last train tonight. |
| there's | there is | There's no food in the cupboard. |
| they'd | they had | They'd drunk all of the coffee. |
| they'll | they will | They'll pay for the food later. |
| they're | they are | They're coming later. |
| they've | they have | I think they've left the restaurant. |
| we'd | we had / we would | We'd already eaten at home. |
| we're | we are | We're drinking coffee. |
| we've | we have | We've finished our coffee. |
| weren't | were not | They weren't at the restaurant. |
| what's | what is | What's the time? |
| where's | where is | Where's the restaurant? |
| who'd | who had / who would | Who'd like coffee? |
| who'll | who will | Who'll make the coffee? |
| who's | who is / who has | Who's that man at the table? |
| won't | will not | I won't come here again. |
| wouldn't | would not | I wouldn't like to drink tea. |
| you'd | you had / you would | I think you'd like my food. |
| you'll | you will | You'll sit at the front today. |
| you're | you are | I think you're beautiful. |
| you've | you have | You've won a prize. |

Dialogue 1: assessing symptoms (A2)

A meeting between Mrs Rose (care provision manager) and Peter (caregiver).

Situation: Mrs Rose has invited Peter to a one-to-one meeting to outline a new form that is being introduced at the Bridge Street nursing home. The form will be used by caregivers to evaluate and monitor the symptoms of residents who are ill, to ensure any deterioration of condition is identified as early as possible. The form is particularly important for residents that have recently returned from hospital care.

Persons: Mrs Rose (care provision manager) and Peter (caregiver)

Location: The meeting place takes place in the office of Mrs Rose at the Bridge street nursing home.

Grammar points:

Prepositions of time: on/in/at



Peter: Good afternoon Mrs Rose, I'm sorry I'm a little late as I had a late lunch at 1.30.

Mrs Rose: Good afternoon Peter. 2pm, It looks to me as though you're on time, as usual.

Peter: Oh that's good, though I still need to be back in the common room in 15 minutes, John Perry has a telephone appointment at 2.15.

Mrs Rose: I'll explain why I wanted to see you.

In two months' time we will be evaluated on our support of residents that require medication, either temporarily or permanently.

I spoke with a colleague of mine on Monday and he said that we could improve our provision by introducing a form for assessing the symptoms of ill patients. Especially those recently returning from hospital.

Peter: That sounds like a good idea, though I'm not sure what I would need to look for.

Mrs Rose: That's the reason for this form, it provides pre-set questions to cover the most common symptoms.

Peter: It looks very, well, comprehensive.

Mrs Rose: It is, but with each patient, care givers will be told which sections to complete based on the most likely symptoms.

The idea is that the form can be completed in around five minutes by the caregiver, and appraised by one of our nurses in a couple of minutes.

Peter: When should we complete the form?

Mrs Rose: I will be asking caregivers to complete any necessary forms at the start of their shift. In some cases, this will need to be repeated at set intervals, though a nurse will specify if that's the case.

Peter: What kind of questions does it ask?

Mrs Rose: Without looking at the whole form, I can show you a sample of questions and show you how to complete the form.

Peter: Ok, that sounds reasonable.

Mrs Rose: As you can see the form is divided up into sections, with each section containing a few questions. To answer the question, you simply tick one of the three boxes next to it.

Peter: Why are there three boxes?

Mrs Rose: It allows you to report different conditions very easily. The titles for the conditions are 'No change', 'Gradually' or 'Suddenly'.

Peter: So gradually means you have noticed the change over a long period of time, say an hour? While suddenly means the change has been, let's say, in a few minutes?

Peter: Yes, that's correct Peter.

The questions also represent a more severe condition as they go down.

The colour coding indicates what type of action you should take if you tick a particular box.

Peter: Oh I see. In pain the questions deal with normal or no pain, new or increased pain, and very severe pain in specific parts of the body. It all seems to make sense.

Mrs Rose: If you look through the form you will see it covers things such as breathing, consciousness, pain, temperature, skin colour, vision, falls, mobility, and a whole range of other symptoms.

At the end of the form there is a section to provide additional information, which includes any action that has been taken. This final section is very important when a change in symptoms has been identified.

Peter: Are you sure we can complete this form in five minutes?

Mrs Rose: Yes, I think so, as you will receive full training on using the form before it's introduced. Today is just to give you a short overview and to keep you informed of the change.

Peter: When will it be introduced?

Mrs Rose: In two weeks, as long as we cover everyone's training by then. The first training session will be on Monday.

Peter: Is there anything else Mrs Rose, as I need to leave in a few minutes?

Mrs Rose: No Peter, that's all for today. Please leave when you need to, as I know you always like to be on time.

1.1. Exercises for dialogue 1



EXERCISE 1 – Listening skills

Put an X in the appropriate column.

True False

- 1) Peter was late for the meeting.
- 2) The form provides a set of pre-set questions to cover the most common symptoms.
- 3) Mrs Rose does not have time to show Peter any of the questions on the form.
- 4) As the questions go down they represent a more severe condition.
- 5) There is also a section of the form to provide additional information.

| | True | False |
|--|------|-------|
| 1) Peter was late for the meeting. | | |
| 2) The form provides a set of pre-set questions to cover the most common symptoms. | | |
| 3) Mrs Rose does not have time to show Peter any of the questions on the form. | | |
| 4) As the questions go down they represent a more severe condition. | | |
| 5) There is also a section of the form to provide additional information. | | |



EXERCISE 2 – Listening skills

Circle the correct answer.

- 1) At what time does John Perry have a telephone appointment?
 - A. 1.15
 - B. 1.30
 - C. 2.15

- 2) How long should it take to complete the form?
 - A. a couple of minutes
 - B. around five minutes
 - C. this information wasn't provided

- 3) The titles for the conditions are 'no change', 'gradually' and"
 - A. immediately
 - B. suddenly
 - C. quickly

- 4) Where should you make a note of any action that has been taken?
 - A. at the end of the form
 - B. at the beginning of the form
 - C. on a separate form

- 5) There is training provided for completing the form. When will the first session take place?
 - A. Monday
 - B. Tuesday
 - C. Wednesday



EXERCISE 3 – Grammar

PREPOSITION OF TIME – IN, ON, AT

The prepositions in, on at can be used when talking about time. However, we use them in different ways or in combination with different expressions of time:

| IN | ON | AT |
|--|--|---|
| <u>Months:</u> in March, In August | <u>Days of the week:</u> on Tuesday, on Friday | <u>Clock:</u> at 9.00pm, at 11 am |
| <u>Years:</u> in 2012, in 1973 | <u>Days of the week + times of day:</u> On Friday evening, On Monday morning | <u>Special times in the calendar:</u> At Easter, at Christmas |
| <u>Centuries:</u> in the 21 st century, in the 19 th century | <u>Dates:</u> on January 7 th on 12 th of June | |
| <u>Times of day:</u> in the afternoon, in the morning | <u>Special days:</u> on Easter Sunday, on my birthday | |
| <u>Extended period of time:</u> in the past, in term time, | | |
| <u>Seasons:</u> In winter, in spring | | |

NOTE: there are some exceptions:

At night

At the weekend

In a moment

In few minutes

In 3 weeks

Example: I am going to France in two weeks

Example: At the weekend, I usually go out with my friends

Preposition of time – in, on, at in dialogue 1 (including their definitions):

I had a late lunch at 1.30.

You're on time

I still need to be back in the common room in 15 minutes

John Perry has a telephone appointment at 2.15.

In two months' time we will be evaluated

I spoke with a colleague of mine on Monday

The idea is that the form can be completed in around five minutes by the caregiver, and appraised by

One of our nurses in a couple of minutes.

at the start of their shift

this will need to be repeated at set intervals

in a few minutes

In two weeks

in a few minutes

you always like to be on time.

Insert the correct preposition of time in each sentence.

1. _____ Monday morning I'm meeting with Mrs Jones.
A. in
B. at
C. on

2. _____ the weekend I usually go to the cinema with my friends
A. in
B. at
C. on

3. It is warmer _____ the summer .
A. in
B. at
C. on

4. My father is the eldest. He was born _____ 1966.
A. in
B. at
C. on

5. My course starts _____ 9.00am every day
A. in
B. at
C. on

6. I plan to travel to Spain _____ November.
A. in
B. at
C. on

7. _____ Monday
A. in
B. at
C. on

8. The supermarket is open from 10.00am to 1.00pm _____ Easter Sunday.
A. in
B. at
C. on



EXERCISE 4 – Grammar

From the list below, insert the correct preposition of time in the sentences.

| | | | |
|----|----|----|----|
| in | in | on | at |
| in | on | in | at |

- 1) I wake up _____ 7.00am every morning.
- 2) _____ Christmas Day we always have dinner with my parents.
- 3) We always have family holidays _____ the summer.
- 4) The first train to Oxford leaves _____ 5.15am
- 5) I go swimming _____ Friday morning.
- 6) _____ 2014, terrible floods hit the South of England.
- 7) Shakespeare was born _____ 1564.
- 8) They are getting married _____ July.



EXERCISE 5 - Vocabulary

Answer the following questions based on the information in the dialogue:

1. How would you describe the ability to move or be moved?
A. consciousness
B. mobility
C. interval

2. Which of the following words best describes a period of work
A. shift
B. action
C. pain

3. At a meeting it is considered rude to arrive:
A. late
B. ill
C. gradually

4. A person could sustain an injury as a result of a:
A. Easy
B. Comfortable
C. fall

5. Which word is most related to detail and including all elements?
A. additional
B. specific
C. comprehensive

1.2 Vocabulary for dialogue 1



1. action
2. additional
3. appraise
4. comprehensive
5. consciousness
6. evaluate
7. fall
8. gradually
9. ill
10. improve
11. interval
12. late
13. mobility
14. overview
15. pain
16. provision
17. repeat
18. shift
19. skin
20. specific
21. specify
22. symptom
23. temperature
24. usual

Dialogue 2: personal care briefing (B1)

A conversation between Mrs Rose (care provision manager) and Peter (caregiver).

Situation: Mrs Rose, an experienced caregiver, is briefing Peter, a younger and relatively inexperienced caregiver. The briefing focuses on the personal care of a care home resident (Mrs Jones) returning to the facility following a hip replacement operation.

Persons: Mrs Rose (care provision manager) and Peter (caregiver)

Location: The meeting place takes place in the office of Mrs Rose at the Bridge street nursing home.

Grammar points:

Modals – Must



Mrs Rose: Come in. Good morning Peter, please come in and sit down

I called you in this morning to talk about Mrs Jones. You know that she has had a hip replacement operation?

Peter: Yes, I understand she'll be returning to us in a few days.

Mrs Rose: That's correct Peter. She will arrive here on Friday morning and I'd like to ask you to provide some additional personal care for her.

Peter: Thank you, but do you think I have enough experience?

Mrs Rose: Yes Peter, you'll be taking on more responsibility now that you've finished your probation period. Don't worry though, as the physiotherapist will be guiding you during this assignment.

Peter: What do I need to know to take care of Mrs Jones?

Mrs Rose: The hospital has sent a list of guidelines in this booklet. I can give you a copy though it will be useful to look at it now.

Peter: OK

Mrs Rose: Remember that one of our nurses will be looking after the wound and dressings, so you'll be helping with Mrs Jones' mobility and exercise.

Mrs Rose: As you can see Mrs Jones must not bend her hip more than ninety degrees. This is most important when she sits in a chair or on the toilet. We have an attachment to make the toilet seat higher. You must ensure this is used.

Peter: OK

Mrs Rose: You also have to ensure Mrs Jones doesn't twist her hips while walking or getting up or down. Therefore, you must support her in these activities. The physiotherapist will be showing you how to do this properly.

Peter: Did you mention the wound earlier?

Mrs Rose: Yes, I did. A nurse will dress the wound if necessary, though you must monitor the area around the wound for any signs of redness, additional swelling or if Mrs Jones complains of increased levels of pain.

Peter: OK, I understand. What about bathing?

Mrs Rose: Mrs Jones mustn't bathe for around six weeks. Gail will be assisting her taking a shower, both for walking and to avoid getting the dressing wet.

Peter: Is there anything else?

Mrs Rose: Yes, Mrs Jones will also need assistance in dressing, as she cannot bend her body more than ninety degrees, or twist her body too much. You will have to dress her in the morning and after bathing, while a colleague will undress her at night.

Peter: You also said I will be helping her to exercise?

Mrs Rose: That's correct, though you'll be guided and supported by the physiotherapist. However, you must read this guide very carefully. It explains all of the relevant exercises, along with illustrations.

Peter: Will I have to do this at home?

Mrs Rose: No, I have scheduled some study time for you tomorrow afternoon. In fact, you will be studying the material along with your colleague Gail, as she will be looking after Mrs Jones most evenings.

Peter: And when will I meet the physiotherapist?

Mrs Rose: He will be here on Friday afternoon. He will have to meet you and Gail together to ensure you both understand your care instructions.

Peter: Thank you Mrs Rose. Is there anything else, as I have to get back to work now?

Mrs Rose: No Peter, I think that is all for now. Please take the booklet with you. I have another copy for Gail.

Peter: OK thank you. Bye.

Mrs Rose: Goodbye Peter.

2. Exercises for dialogue 2



EXERCISE 1 – Listening skills

Answer the following questions based on dialogue 2.

- 1) What does Mrs Rose ask Peter to provide for Mrs Jones?
- 2) What is it that Peter thinks he may lack to do this job?
- 3) What has the hospital sent a list of in the booklet?
- 4) How should Peter read the guide?
- 5) Who will Peter meet on Friday afternoon?



EXERCISE 2 – Listening skills

Circle the correct answer.

- 1) Peter will be taking on more responsibility now that he's finished his:
 - A. probation period
 - B. examinations
 - C. training course

- 2) What will one of the nursing home nurses be looking after?
 - A. the resident's at the nursing home
 - B. themselves
 - C. the wound and dressings

- 3) What is the limit that Mrs Jones has been has been advised to move her hip?
 - A. very little
 - B. ninety degrees
 - C. sixty degrees

- 4) What must Peter monitor for any signs of redness?
 - A. Mrs Jones' face
 - B. the area around the wound
 - C. the wound itself

- 5) Who will Peter be studying the material along with?
 - A. his friend Rachel
 - B. his colleague Gail
 - C. his manager Mrs Rose



EXERCISE 3 – Grammar

MODALS –MUST

‘Must’ is used to express certainty, necessity and strong recommendation. However, very often native speakers prefer to use ‘have to’ instead of must.

Example: This must be the correct number! (certainty)

Example: you must pass an exam to study at a grammar school. (necessity)

Example: You must take the tablet to get better. (Strong recommendation)

‘Must not/mustn’t’ is used to prohibit actions in a very severe way.

Example: You must not open the exam paper until you are told you can. (prohibition)

NOTE: Remember that ‘must not/mustn’t’ indicates a prohibition whereas ‘do not have to’ indicates that something is not required.

Example: You must not drink this.

Example: You do not have to drink this.

Modals – must in dialogue 2:

Mrs Jones must not bend her hip.

You must ensure this is used.

You must support her in these activities.

You must monitor the area.

Mrs Jones mustn’t bathe for around six weeks

You must read this guide very carefully

From the list below, insert the correct verbs in the sentences.

| | | | |
|---------------|-------------|-----------|---------------|
| mustn't smoke | must call | must go | mustn't tease |
| must tidy | must put on | must wash | must fasten |

- 1) It's freezing cold! I _____ your jacket.
- 2) They are calling our flight. We _____ must go to the gate now.
- 3) You _____ your room.
- 4) You _____ in the waiting area, as it is illegal.
- 5) You _____ him or he will get will get upset.
- 6) She looks unwell. We _____ the doctor straight away.
- 7) We _____ our hands before handling food.
- 8) We _____ the airplane seatbelts when taking off and landing.



EXERCISE 4 – Grammar

MODALS –MUST

Connect the correct phrases together, place the correct number after each letter :

- | | | |
|-------------------------------------|----------------------------------|---------|
| A) To pass your exam | 1) for at least 24 hours. | A _____ |
| B) To treat your illness | 2) you must score more than 80%. | B _____ |
| C) You must not touch the new paint | 3) you must practice. | C _____ |
| D) To play an instrument well | 4) you must exercise. | D _____ |
| E) To maintain your fitness | 5) you must take this medicine. | E _____ |



EXERCISE 5 - Vocabulary

Answer the following questions based on the information in the dialogue:

1. What piece of material would you use to cover and protect a wound?

- A. dressing
- B. hip
- C. material

2. What unit is used to measure angles?

- A. assignment
- B. guideline
- C. degree

3. What word describes the observing and testing of an employee?

- A. attachment
- B. assignment
- C. probation

4. Which of the following words means to make an arrangement to do something?

- A. swell
- B. bend
- C. schedule

5. Which word describes a part of the body becoming rounder or larger in size?

- A. swell
- B. bend
- C. twist

2.2 Vocabulary for dialogue 2



1. assignment
2. attachment
3. bend
4. booklet
5. carefully
6. degree
7. dressing
8. guideline
9. hip
10. illustration
11. increase
12. instruction
13. material
14. personal
15. probation
16. replacement
17. schedule
18. swell
19. twist
20. wound

Dialogue 3: communicating with patients (B1)

Conversation between Peter (caregiver) and Mrs Jones (resident)

Situation: Six weeks after Mrs Jones' hip replacement surgery, she is becoming more mobile and able to engage in light activities around the care home. Peter, who has been providing personal care for Mrs Jones, including support of her physiotherapy, wants to meet with Mrs Jones to discuss her current situation with a view to updating her care plan.

Persons: Peter (caregiver), Mrs Jones (resident)

Location: Mrs Jones' room within the nursing home

Grammar points:

Phrasal verbs, extended



Mrs Jones: Hello?

Peter: Hello Mrs Jones, it's Peter.

Mrs Jones: Oh come in Peter, I was just relaxing and listening to the radio.

Peter: May I turn the radio down while we talk?

Mrs Jones: Certainly, you can switch it off if you want to.

Peter: How are you feeling today Mrs Jones?

Mrs Jones: I feel quite well. Maybe it has something to do with this lovely weather we're having.

Peter: You seem to be doing very well with your recovery. Mrs Rose has asked me to update your care plan. Is that ok?

Mrs Jones: Yes of course.

Peter: I'm going to ask you some questions about how you're feeling after the operation. Please tell me anything else you think I should know. After our discussion I'll update the care plan.

Mrs Jones: OK Peter

Peter: I know your daughters are going to visit tomorrow. I'll ask them to talk to you about the updated care plan. They'll probably make some of their own suggestions too.

Mrs Jones: They're going to bring my great granddaughter to see me. I'm looking forward to seeing her.

Peter: That'll be nice for you. How do you feel your physiotherapy is going?

Mrs Jones: Well, I think. I can walk quite well now and I'm comfortable sitting down. I wasn't very comfortable sitting down after the operation.

Peter: Do you get any pain when bending?

Mrs Jones: No not really.

Peter: Your care plan indicates that you're taking two painkillers before bed. I'll ask the nurse if that should be changed, considering you're not getting any pain now.

Peter: Do you think you could try using the toilet without the attachment to raise you up?

Mrs Jones: Yes, I think so.

Peter: OK I will make a note of that. Do you feel that you can walk without using your crutches, perhaps short distances within the residence?

Mrs Jones: I think so, though I'm not going to win any races at the moment.

Peter: The nurse told me that your wound has healed well, but she hasn't indicated if you can take a bath yet. Have you taken a bath since the operation?

Mrs Jones: No Peter, I've only had showers.

Peter: Next time I run into the nurse I'll ask if you're able to take a bath.

Mrs Jones: Well that's something else I can look forward to.

Peter: Is there anything else you think we should think about in relation to your care plan?

Mrs Jones: The physiotherapist said that I should keep on doing the exercises for my hip. Is that on the care plan?

Peter: Yes, it is but it hasn't been updated since you started your exercises. I will look into updating that next time I see the physiotherapist. I'm also going to find out if you're able to leave the premises, I think some fresh air will be good for you.

Mrs Jones: That would be nice peter. I'm fed up with staying inside so long.

Peter: I can understand if it's frustrating for you, especially as you now have your new hip.

Mrs Jones: Well I'm going to make the most of this new hip once I've been given the all clear from the hospital. I'll soon be walking around the park again, just you wait and see.

Peter: I'm sure you will, but just remember to take one step at a time, you don't want to cause any unnecessary damage.

Mrs Jones: Yes, I know.

Peter: I'll take the care plan with me and make the changes now. Do you want me to switch your radio back on for you?

Mrs Jones: Yes please Peter, there is something I want to listen to soon.

3. Exercises for dialogue 3



EXERCISE 1 – Listening skills

Answer the following questions based on dialogue 3.

- 1) What does Peter switch off shortly after entering Mrs Jones' room?
- 2) How does Mrs Jones describe the weather?
- 3) What will Mrs Jones use to raise her up when she uses the toilet?
- 4) Mrs Jones feels that she can walk without using what?
- 5) What does Peter think will be good for Mrs Jones?



EXERCISE 2 – Listening skills

Circle the correct answer.

- 1) What did Mrs Rose ask Peter to do?
 - A. ask Mrs Jones to turn her radio off
 - B. update Mrs Jones' care plan
 - C. visit Mrs Jones for a chat

- 2) What did Peter ask Mrs Jones if she gets?
 - A. pain when bending
 - B. stiffness in her joints
 - C. swelling in her legs

- 3) What will Peter ask the nurse if Mrs Jones can take?
 - A. two painkillers
 - B. a bath
 - C. her own medication

- 4) Where did Mrs Jones say she will be walking once she allowed outside the nursing home?
 - A. in the street
 - B. to the library
 - C. around the park

- 5) What did Peter say he would do to the care plan once the meeting had finished?
 - A. give it to John Perry
 - B. show it to Mrs Rose
 - C. make the changes



EXERCISE 3 – Grammar

PHRASAL VERBS – EXTENDED

Phrasal verbs are commonly used in English. They are sometimes described as 'two-part verbs'. Generally, they consist of a verb and a particle. Adding a particle to the original verb can give it a different meaning.

Example: to run into

In the example phrasal verb 'run into', 'run' is the verb and 'into' is the particle. To run into someone means to meet unexpectedly.

Example: Peter **ran into** Mrs Jones in the corridor.

Sometimes, some phrasal verbs consist of the verb plus two particles. For example: 'to be about to'.

Example: I am about to leave (meaning I will be leaving very soon).

Phrasal verbs in dialogue 3

May I turn the radio down while we talk?

You can switch it off if you want to. - close

Sitting back down opposite Mrs Jones

I run into the nurse

I can look forward to

I should keep on doing the exercises for my hip

I will look into

Do you want me to switch your radio back on for you?

Yes please Peter, there is something I want to listen to soon.

More common phrasal verbs used in English, including their definitions:

Switch on – start the energy flow

Switch off - stop the energy flow

Switch back on - start the energy flow again

Switch back off - stop the energy flow again

Listen to – to hear attentively/pay attention

Look into - investigate

Look forward to - to be excited about something

Run into - meet someone unexpectedly

Turn up - increase

Turn down - decrease

To get together - to meet

To put off – delay

To give up – to quit

Fill in the gaps by adding the correct phrasal verb:

| | | | | |
|--------------|---------|-----------------|----------------|---------|
| get together | turn up | looking forward | turn off | open up |
| listen to | put off | looked up | get along with | give up |

1. I _____ and saw Mrs Jones at the bedroom window.
2. Can you _____ the radio? I can't hear it from over here.
3. _____ the TV? I cannot concentrate with that distraction.
4. Why don't we _____ this evening? We could go to the cinema.
5. I will _____ your advice.

Fill in the gaps by adding the correct phrasal verb:

6. Peter is _____ to meeting you next week.
7. I decided to _____ my driving test until I feel more confident.
8. I hope I _____ my new work colleagues
9. You will need to _____ the office in the morning, I'll be arriving late.
10. This activity is too difficult for me, I _____!



EXERCISE 4 – Grammar

PHRASAL VERBS - EXTENDED

Insert the most appropriate particle from the list below to complete each sentence:

| | | | |
|------|------|------|------|
| into | over | into | off |
| down | up | up | down |

- 1) The boy gave _____ playing the piano.
- 2) Mrs Jones cut the cake _____ 4 slices.
- 3) I ran _____ George last week. He looks well.
- 4) To avoid waking the children I have turned the radio _____.
- 5) I broke my arm when I fell _____ the stairs.
- 6) My father gave _____ smoking 2 years ago.
- 7) She decided to break _____ her engagement to Tom.
- 8) I don't think I'll ever get _____ the shock of that film.

Self-study: Try to think of sentences yourself that use the phrasal verbs listed above. Write them down and discuss them with a fellow learner.



EXERCISE 5 - Vocabulary

Insert the correct words from the dialogue vocabulary (below) into the following passages:

After her 1. _____, Mrs Jones found it difficult to walk without a 2. _____. She could not walk for any great 3. _____ and she needed to take a 4. _____ after each walk, to ease the pain. Sitting in her room each day made her 5. _____, as she could only listen to her 6. _____. She really wanted to go and walk in the 7. _____. She had a 8. _____ with Peter and she asked him how long she would need to stay indoors. Unfortunately, Peter couldn't answer this 9. _____. He said he was sure it wouldn't be long before she was 10. _____ again.

3.2 Vocabulary for dialogue 3



1. after
2. certainly
3. crutch
4. discussion
5. distance
6. frustrate
7. get
8. indicate
9. listen
10. operation
11. painkiller
12. park
13. premises
14. question
15. radio
16. raise
17. switch
18. well

Dialogue 4: hip problem (B2)

Conversation between Peter (caregiver) and Mrs Jones (resident)

Situation: Mrs Jones has recently fallen in the nursing home gardens and as result she has spent a night in hospital. She described the fall as her 'hip giving way', meaning it collapsed beneath her. She is currently in pain and is finding it difficult to move around unaided. Caregiver Peter speaks with her about the fall and realises that the problem has been present for some time. He wonders if Mrs Jones should be considered for hip replacement surgery.

Persons: Peter (caregiver), Mrs Jones (resident)

Location: The conversation takes place in Mrs Jones' room within the nursing home

Grammar points:

Wish

Would - expressing habits in the past



Peter: I was just about to leave when I heard that you had a fall in the garden yesterday. Are you ok?

Mrs Jones: Not really Peter, I have such a pain in my hip. I wish it would just go away.

Peter: Have you been given any medication for the pain?

Mrs Jones: Yes, Dr Naik prescribed Co-codamol tablets, though I haven't taken one today.

Peter: Why not?

Mrs Jones: I had one last night and it made me light headed. I felt as though I was drunk.

Peter: But did it ease the pain?

Mrs Jones: I think so; I fell asleep quite quickly.

Peter: OK I'll speak to the nurse about your concerns and see if you can take a different medication.

So can you tell me what happened yesterday?

Mrs Jones: Not much really.

I was walking in the garden, as the sun was out. I'd had some pain in my hip for a while but I could walk ok. Then suddenly, it felt like my leg collapsed underneath me and I was in a heap on the ground. Oh I wish I was young again.

Peter: Oh that sounds terrible Mrs Jones. You mentioned you had had the pain for some time, how long exactly?

Mrs Jones: To be honest Peter it's probably been a few years now, I put it down to old age. I know I walk to the shops and the library, but not many years ago I would walk into the city centre, and back. Mrs Brown would always say I was training for a marathon, a walking marathon at least.

Peter: And during this period has the pain become worse?

Mrs Jones: Yes, it has, though I try not to complain.

I've also noticed that my movement is becoming restricted, I struggle to put my stockings on most days. Not so long ago I would put my stockings on standing on one leg, now I always have to sit on the bed, and I still struggle to lift this leg.

Peter: And where exactly is the pain, I mean before you had your fall?

Mrs Jones: It's all along the side of my hip and the top of my leg. I've noticed that my knees often hurt too. I sometimes wish I had bionic legs to replace my own.

Peter: That's an interesting idea, but probably not an option.

However, have you thought about hip replacement surgery? It's very common for people your age. Statistically women are more likely to have this surgery than men.

Mrs Jones: Oh I'm not sure, maybe it's not that serious.

Peter: You said it's been a problem for a number of years and it's clearly not improving. All I'm saying is that you think about it and maybe discuss it with Dr Naik.

Mrs Jones: Actually Dr Naik did mention it yesterday, he said he'll arrange an x-ray for me.

Peter: Oh that's good, at least you'll know then whether a hip replacement is necessary, or maybe some other treatment.

Mrs Jones: But what are the benefits?

Peter: As far as I know the main benefit is pain relief, which has to be a good thing. For most people there is also a significant improvement in mobility.

Mrs Jones: Oh Peter, I wish I would've taken more care of my body, I certainly wouldn't have worn it out with all that dancing and sport.

Peter: You haven't worn your body out Mrs Jones, this type of wear and tear is just part of the ageing process. We're all living so much longer now that these type of problems are more common. Not so many years ago people wouldn't be offered new body parts, they would simply suffer. It's amazing really what medicine can do.

Mrs Jones: I agree that it's amazing, though some days I just wish we could all stay young. When I was young I would run, dance, swim, even play football, so now I just feel so useless.

Peter: I'm sure your family wouldn't agree with that Mrs Jones.

I need to leave now but I'll speak to the nurse first, about your pain medication. Can I fetch you anything nice from the local shops?

Mrs Jones: Well if you insist, I think I could manage a jam doughnut.

4. Exercises for dialogue 4



EXERCISE 1 – Listening skills

Insert the correct words in this **summary** of the dialogue.

Note: A summary is a brief statement or account of the main points of something.

Peter went to see Mrs Jones after he heard she had had a 1. _____. She explained that she had been walking in the 2. _____ when she felt her leg 3. _____ underneath her. She told Peter she had been suffering with her hip for a 4. _____ years. She had noticed that her movement was becoming 5. _____. Peter asked her if she had thought about hip 6. _____ surgery. He told her it was very common for people her 7. _____. Peter suggested that she should 8. _____ it with Dr Naik. Peter explained that one of the main benefits of the surgery is pain 9. _____. Mrs Jones thought that she had worn her body out by being too active, but Peter told her it was just part of the ageing 10. _____.



EXERCISE 2 – Listening skills

Circle the correct answer.

- 1) What medication did Dr Naik prescribe for Mrs Jones?
 - A. Aspirin
 - B. Co-codamol
 - C. Paracetamol

- 2) Mrs Jones said that the medication made her feel:
 - A. drunk
 - B. dizzy
 - C. delirious

- 3) Where did Mrs Jones say the pain was?
 - A. along the side of her leg and the top of her hip
 - B. along her leg and in her arm
 - C. along the side of her hip and the top of her leg

- 4) Peter said that hip replacement can provide a significant improvement in what?
 - A. mobility
 - B. well-being
 - C. health

- 5) What did Mrs Jones ask Peter to fetch her from the local shop?
 - A. a newspaper
 - B. cookies
 - C. jam doughnut



EXERCISE 3 – Grammar

WISH

Wish + past simple is used to talk about something we would like to be different in the present or future, but is actually unlikely or impossible.

Example: I wish I had a bigger car.

Example: I wish I had a bigger house.

Example: I wish they lived closer to us.

Example: I wish I didn't have to work this afternoon.

Wish can also be followed by 'could' (past simple of can) to talk about ability.

Example: I wish I could play the piano

Example: I wish I could sing as well as Maria

Wish in dialogue 4:

I wish it would just go away

I wish I was young again

I sometimes wish I had bionic legs to replace my own.

I wish I would've taken more care of my body

I just wish we could all stay young

Complete the following sentences by inserting the correct verb.

- 1) I wish _____ pizza every day. (to eat)
- 2) She wished _____ the violin better. (to play)
- 3) They wished _____ on holiday every year. (to go)
- 4) Maria wishes _____ a new guitar for Christmas. (to have)
- 5) I wish _____ on holiday right now. (to be)
- 6) We all wish _____ by the beach. (to live)



EXERCISE 4 – Grammar

WOULD EXPRESSING HABITS IN THE PAST

To talk about things that happened in the past and that no longer happen we can use would + verb.

Example: When I was 12, I would play in the park every day

Example: When I lived in France, I would go out with my friends every weekend.

Example: In the past, you would always help me with the garden

Would expressing habits, in the past in dialogue 4:

Not many years ago I would walk into the city centre, and back.

Mrs Brown would always say I was training for a marathon.

Not so long ago I would put my stockings on standing on one leg.

Not so many years ago people wouldn't be offered new body parts, they would simply suffer.

When I was young I would run, dance, swim, even play football

Complete the sentences using the verbs listed in the box below.

| | | | |
|------------|-------------|------------|-----------|
| would have | would play | would walk | would go |
| would call | would build | would go | would buy |

- 1) When she was a teenager she _____ to the cinema every Friday.
- 2) Many years ago they _____ plenty of job opportunities.
- 3) We _____ to the park after school.
- 4) At the beach we _____ sand castles.
- 5) They _____ their son every evening after he left to go to university.
- 6) I _____ the piano every night.
- 7) Mrs Jones _____ three miles every day when she was young.
- 8) We _____ comic books with our pocket money.



EXERCISE 5 - Vocabulary

Answer the following questions based on the information in the dialogue:

1. Which word describes a long distance race?
A. marathon
B. sport
C. heap

2. Which of the following words could describe something giving way?
A. restrict
B. prescribe
C. collapse

3. Which of these is related to data and/or information?
A. bionic
B. drunk
C. statistical

4. Which of the following can mean to go away from?
A. leave
B. tear
C. wear

5. Which of the following can be eaten?
A. marathon
B. doughnut
C. tear

4.2 Vocabulary for dialogue 4



1. amazing
2. bionic
3. clearly
4. collapse
5. different
6. doughnut
7. drunk
8. during
9. exactly
10. heap
11. leave
12. marathon
13. option
14. prescribe
15. restrict
16. sport
17. statistical
18. struggle
19. Tear
20. underneath
21. useless
22. wear
23. wish

Dialogue 5: preparing for surgery (B2)

Conversation between Peter (caregiver) and Mrs Jones (resident)

Situation: Mrs Rose, the care provision manager, has asked Peter to meet Mrs Jones to discuss her forthcoming hip operation. The date for surgery has been confirmed though it is one month away. Mrs Jones is a little anxious at the prospect so Peter is trying to reassure her of the longer-term benefits.

Persons: Peter (caregiver), Mrs Jones (resident)

Location: The conversation takes place in Mrs Jones' room within the nursing home

Grammar points:

Future perfect tense



Peter: The date for your hip operation has arrived, it will be in five weeks' time.

Mrs Jones: Well thank you for reminding me.

Peter: There's no need to be like that. Just think, you will have received your new hip in plenty of time for your birthday.

Mrs Jones: Yes, but will I have healed by my birthday. I'd rather not be left on crutches while everyone else has a good time.

Peter: I'm sure you will have healed by then.

Anyway, Mrs Rose has asked me to talk to you about how you can prepare for the operation and what to expect in the coming weeks.

Mrs Jones: More restrictions I suppose?

Peter: Well let's see.

You'll be attending a clinic in three weeks' time for an assessment. You'll have the chance to meet the surgeon and members of the surgical team.

Mrs Jones: What do they want to meet me for?

Peter: It appears that they need to discuss your medical history.

They'll also perform a physical examination and arrange for some tests, to make sure your healthy enough for anaesthetic surgery.

Mrs Jones: Not more tests? By the time I have this operation they will have taken more blood from me than a vampire would.

Peter: Yes, it's true, one of the tests is a blood test. Though you will also have your urine tested, an x-ray and an electrocardiogram.

Mrs Jones: An electro what?

Peter: It's normally called an ECG, it's a test that measures the electrical activity of the heart.

Mrs Jones: It's my hip that's a problem, not my heart.

I hope they know what they're doing Peter.

Peter: Of course they do Mrs Jones. It says that by the end of this year this particular unit will have carried out over three thousand hip replacement surgeries. It's a very common procedure.

Mrs Jones: I'm sure you're right Peter, but I'm worried that I go to all of this trouble and my hip is still not any better.

Peter: It will be. I think you should try and focus on the benefits rather than the unlikely chance of something going wrong.

Mrs Jones: And what exactly are the benefits?

Peter: For most patients, the main benefit is pain relief, which I'm sure you'll appreciate.

It also improves the function of your hip, which in turn improves your ability to move around.

Essentially it improves your whole quality of life, which I imagine would be appreciated by anyone, even you Mrs Jones.

Mrs Jones: I suppose you're right, I do miss my little walks to the shop and our exercises classes. It will be good to get rid of this blessed pain too.

Peter: That's better, think positive. When you're walking around the park in a few months' time, you will have forgotten all about these worrying thoughts and doubts.

Mrs Jones: Yes, that's true.

So is there anything else they need to know about me before the operation?

Peter: Let me just check.

Oh yes. When you attend the clinic you also need to take a list of all the medication you're taking.

Apparently some medications can affect how well you heal.

Mrs Jones: Just when I was starting to think positive.

Peter: It says that in such cases the surgeon can advise on alternative medications, so you see, there is still nothing to worry about.

I should tell you that I've been doing my own research on hip replacement surgery and I will be assisting you with some basic exercises before your operation.

Mrs Jones: I think by the time of my operation you will have become quite the expert on hip replacements. You don't fancy a career change do you?

Peter: No not really. I quite enjoy working here.

5. Exercises for dialogue 5



EXERCISE 1 – Listening skills

Answer the following questions based on dialogue 5.

- 1) Who will Mrs Jones meet at the clinic, along with their team?
- 2) What is the abbreviated term for an electrocardiogram?
- 3) By the end of the year, how many hip replacement surgeries will this particular unit have carried out?
- 4) What type of thinking does Peter encourage Mrs Jones to adopt?
- 5) Some medications can apparently affect the way that you what?



EXERCISE 2 – Listening skills

Circle the correct answer.

- 1) When Peter mentions Mrs Jones surgery date, what does she thank him for?
 - A. reminding her
 - B. writing the date down
 - C. supporting her

- 2) What has Mrs Rose asked Peter to talk to Mrs Jones about?
 - A. why hip operations are a positive action
 - B. how she can prepare for the operation
 - C. what she can do once she has had surgery

- 3) What do the team at the clinic need to discuss with Mrs Jones prior to her surgery?
 - A. her preference for the surgical team
 - B. her medical history
 - C. her personal history

- 4) Mrs Jones confirms that it is her hip that is a problem, but what part of her body does she say is not a problem?
 - A. her legs
 - B. her head
 - C. her heart

- 5) What does Peter specifically advise Mrs Jones to focus on, rather than the unlikely chance of something going wrong?
 - A. the benefits
 - B. the experience of the surgery team
 - C. the relief from the pain



EXERCISE 3 – Grammar

FUTURE PERFECT TENSE

The future perfect tense is used to talk about events that will be finished by a certain time in the future.

It is formed by 'will have + past participle of a verb'

Example: By tonight, I will have finished all my homework.

Example: By tomorrow, you will have finished your report.

Example: In two hours I will have landed in New York.

Future perfect tense in dialogue 5:

You will have received your new hip in plenty of time for your birthday

Will I have healed by my birthday?

I'm sure you will have healed by then

They will have taken more blood

You will also have your urine tested

This particular unit will have carried out over three thousand hip replacement surgeries

You will have forgotten all about these worrying thoughts and doubts

You will have become quite the expert

Insert the correct future perfect tense of the verb in bracket to complete the sentences:

- 1) By tonight, I _____ my book. (to finish)
- 2) You _____ dinner. (to cook)
- 3) The teacher _____ the verbs by next week. (to teach)
- 4) Peter _____ in Italy by now. (to arrive)
- 5) By 2am the officer _____ all the report. (to complete)
- 6) We _____ London for the first time. (to leave)
- 7) People _____ the video before the end of today. (to see)
- 8) Jane _____ the car by then. (to wash)



EXERCISE 4 – Grammar

FUTURE PERFECT TENSE

Insert the correct form of the verb to complete the sentences:

- 1) I (to call) will _____ the doctor.
- 2) Peter (to play) will _____ his guitar.
- 3) At 9pm my friend and I (to arrive) will _____.
- 4) Mrs Jones (to finish) will _____ her dinner.
- 5) I (to remember) will _____ to call him.



EXERCISE 5 - Vocabulary

Insert the correct words from the dialogue vocabulary (below) into the following passages:

In most surgical procedures 1. _____ is used to mask the pain. Before surgery takes place the patient will require a physical 2. _____. Surgeons and their teams are 3. _____ in their fields. It is common to have to provide your 4. _____ history. As part of the preparation the patient may have to undergo an ECG, to measure the electrical activity of the 5. _____. In Mrs Jones' case, her hip condition has placed 6. _____ on the things that she does. Patients are encouraged to 7. _____ on the 8. _____ of having surgery. Patients should also think 9. _____. And finally when the day of the surgery arrives, the patient should arrive 10. _____, to avoid any of the medical experts having to wait around.

5.2 Vocabulary for dialogue 5



1. anaesthetic
2. arrive
3. blessed
4. blood
5. career
6. clinic
7. common
8. doubt
9. examination
10. expect
11. expert
12. focus
13. heart
14. history
15. medical
16. physical
17. plenty
18. positive
19. remind
20. restriction
21. suppose
22. surgeon
23. urine

End of unit 5 test

Fill in the blank sections using vocabulary from each of the dialogues:

Dialogue 1: assessing symptoms (A2)

1. With most services, extra features can be added at an _____ cost.
2. When someone is ill, a doctor will normally take their _____.
3. _____ are signs that the body gives out when someone is ill.
4. After a brief period, a person who has fainted will normally regain _____.
5. _____ is the thin layer of tissue forming the outer covering of our bodies.
6. When taking someone's pulse you will notice an _____ between each heartbeat.
7. We can assess the value or quality of something by _____ it.
8. A general review or summary of something is called an _____.

Dialogue 2: personal care briefing (B1)

1. A general rule, principle or piece of advice is a _____.
2. We can often learn how to do new things by following _____.
3. Busy professionals will often manage their time by working to a _____.
4. Following hip replacement surgery, the patient should avoid _____ their body.
5. Before starting an activity, ensure you have the necessary _____ to complete it.
6. Some medication can be more effective if we _____ the dosage.
7. An open wound on a body should be covered with a sterile _____.
8. The pressure contained in airplanes can make some people's feet _____ up.

Dialogue 3: communicating with patients (B1)

1. A _____ can be provided to someone to assist in walking.
2. Medications to reduce the effects of pain are called _____.
3. Many towns and cities have _____ to provide 'green spaces' for their residents.
4. When people feel they cannot change or achieve something they may become _____.
5. A surgical intervention is more commonly referred to as an _____.
6. It is important that we _____ to the advice that our doctors give to us.
7. If there is something you don't understand you should ask a _____.
8. A doctors building and associated land can be referred to as his _____.

Dialogue 4: hip problem (B2)

1. A thing that may be chosen is called an _____.
2. Someone who consumes too much alcohol will become _____.
3. If a building suddenly falls down it is said to have _____.
4. A good way to stay fit and healthy is to play _____.
5. Friction over time will cause most objects to _____.
6. At the end of my work day I'm glad to _____ the office.
7. After being burgled I found most of my belongings in a _____ on the floor.
8. A _____ is a long distance running race.

Dialogue 5: preparing for surgery (B2)

1. Before surgery I had to undergo a physical _____.
2. A _____ is normally a specialist medical treatment centre.
3. A person who is knowledgeable and skilful in a particular area is called an _____.
4. We can cause someone to remember something by _____ them.
5. After my hip operation I _____ to be walking without restrictions.
6. Working as a surgeon is considered to be a very desirable _____.
7. To pay particular attention to something we need to _____.
8. Hip replacement surgery has become a very _____ procedure in recent years.

Vocabulary Unit 5 (A-Z)

A

action

additional

after

amazing

anaesthetic

appraise

arrive

assignment

attachment

B

bend

bionic

blessed

blood

booklet

C

career

carefully

certainly

clearly

clinic

collapse

common

comprehensive

consciousness

crutch

D

degree

different

discussion

distance

doubt

doughnut

dressing

drunk

during

E

evaluate

exactly

examination

expect

expert

F

fall

focus

frustrate

G

get

gradually

guideline

H

heap

heart

hip

history

I

ill

illustration

improve

increase

indicate

instruction

interval

J

K

L

late

leave

listen

M

marathon

material

medical

mobility

N

O

operation

option

overview

P

painkiller

park

personal

physical

plenty

positive

premises

prescribe

probation

provision

Q

question

R

radio

raise

remind

repeat

replacement

restrict

restriction

S

schedule

shift

skin

specific

specify

sport

statistic

struggle

suppose

surgeon

swell

switch

symptom

T

tear

temperature

twist

U

underneath

urine

useless

usual

V

W

wear

well

wish

wound

X

Y

Z
