

## COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

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| <b>Skill Domain</b>                                                                                                                                      | Clinical Care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Skill Category</b>                                                                                                                                    | Dysphagia Care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Skill Standard Title</b>                                                                                                                              | Provide dysphagia care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Skill Standard Descriptor</b>                                                                                                                         | Provide dysphagia care as prescribed and monitor effectiveness of intervention by identifying swallowing difficulties                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Proficiency Level</b>                                                                                                                                 | Level 1<br><i>Previously 'Basic II' under CCSSF</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Source Code</b>                                                                                                                                       | CCSSF-CC-DC-2001-1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Knowledge</b><br><i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i> | <p>Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>• Definition of Dysphagia</li> <li>• Communication with client, which may include: <ul style="list-style-type: none"> <li>○ Greeting</li> <li>○ Having conversations</li> <li>○ Checking on client readiness</li> <li>○ Creating small talk</li> <li>○ Acquiring information</li> <li>○ Checking history (e.g. past events, actions, etc.)</li> </ul> </li> <li>• Signs of Dysphagia, which may include: <ul style="list-style-type: none"> <li>○ Having pain while swallowing (odynophagia)</li> <li>○ Being unable to swallow</li> <li>○ Having the sensation of food getting stuck in throat or chest or behind your breastbone (sternum)</li> <li>○ Drooling</li> <li>○ Being hoarse</li> <li>○ Unexpectedly losing weight</li> <li>○ Coughing or gagging when swallowing</li> <li>○ Having to cut food into smaller pieces or avoiding certain foods because of trouble swallowing</li> </ul> </li> <li>• Common causes of Dysphagia, which may include (not limited to): <ul style="list-style-type: none"> <li>○ Stroke</li> <li>○ Dementia</li> <li>○ Complications from surgery</li> <li>○ Side effects from medication</li> <li>○ Parkinsons disease</li> <li>○ Neurological disorders</li> </ul> </li> <li>• Risk factors in relation to Dysphagia, which may include</li> </ul> |

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|  | <p>(not limited to):</p> <ul style="list-style-type: none"> <li>○ Aging. Due to natural aging and normal wear and tear on the esophagus and a greater risk of certain conditions, such as stroke or Parkinson's disease, older adults are at higher risk of swallowing difficulties. But, dysphagia isn't considered a normal sign of aging.</li> <li>○ Certain health conditions. People with certain neurological or nervous system disorders are more likely to experience difficulty swallowing</li> <li>● Food preparation process, which may include <ul style="list-style-type: none"> <li>○ Usage of thickener</li> <li>○ Consistency of food</li> </ul> </li> <li>● Storage and consumption conditions, which may include (not limited to): <ul style="list-style-type: none"> <li>○ Timing</li> <li>○ Temperature</li> </ul> </li> <li>● Complications during dysphagia care, which may include: <ul style="list-style-type: none"> <li>○ Pneumonia</li> <li>○ Choking</li> <li>○ Aspiration</li> </ul> </li> <li>● Ethical principles in relation to dysphagia care, which may include (not limited to): <ul style="list-style-type: none"> <li>○ Clients autonomy</li> </ul> </li> <li>● Organisational policies in relation to: <ul style="list-style-type: none"> <li>○ Communicating with client to identify signs of difficulty in feeding</li> <li>○ Escalating to qualified staff for instructions on potential dysphagia condition</li> <li>○ Implementing orders on providing dysphagia care for client</li> <li>○ Preparing fluids and foods based on orders</li> <li>○ Promoting client independence in consumption of food or fluids</li> <li>○ Completing documentation</li> </ul> </li> <li>● Standard precautions, which may include (not limited to): <ul style="list-style-type: none"> <li>○ Use of personal protective equipment</li> <li>○ Hygiene practices</li> <li>○ Handling patients with infection</li> <li>○ Outbreak</li> <li>○ Hand hygiene</li> </ul> </li> <li>● Relevant legal and/or industrial requirements in relation to support care functions, which may include: <ul style="list-style-type: none"> <li>○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore)</li> <li>○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore)</li> <li>○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council)</li> <li>○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry</li> </ul> </li> </ul> |
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| <b>Ability</b><br><i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>                  | <p>The ability to:</p> <ul style="list-style-type: none"> <li>• Communicate with client to identify signs of difficulty in fluids and foods intake in accordance with organisational procedures</li> <li>• Escalate to qualified staff for instructions on potential dysphagia condition in accordance with organisational procedures</li> <li>• Implement orders on providing dysphagia care for client in accordance with organisational procedures</li> <li>• Position client for conducive fluids and foods intake</li> <li>• Prepare and store fluids and foods based on orders in accordance with organisational procedures</li> <li>• Introduce food or fluids to client respectfully</li> <li>• Promote client independence in consumption of food or fluids in accordance with organisational procedures</li> <li>• Address complications by escalating to a qualified staff if suspected</li> <li>• Complete documentation in accordance to organisational procedures</li> </ul> |
| <b>Person Centred Care</b><br><i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i> | <p>Underlying principles:</p> <ul style="list-style-type: none"> <li>• Treating clients with dignity and respect by being aware of and supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Performance Outcome</b><br><i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>                                                                  | <p>The support care staff is able to:</p> <ul style="list-style-type: none"> <li>• Identify signs of dysphagia accurately</li> <li>• Promote independence in consumption of food and fluids</li> <li>• Introduce food or fluids to client respectfully</li> <li>• Practise infection control in accordance with National Infection Prevention and Control Guidelines</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |