

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Clinical Care
Skills Category	Medication Administration
Skills Standard Title	Serve pre-packed medication and/or apply prescribed topical medication
Skills Standard Descriptor	Serve pre-packed oral medication and/or apply prescribed topical medication and monitor side effects, as instructed. Assist with appropriate storage of medication
Skills Proficiency Level	Level 1 <i>Previously 'Basic II' under CCSSF</i>
Source code	CCSSF-CC-MA-2001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Communication with client, which may include: ○ Greeting ○ Having conversations ○ Checking on client readiness ○ Creating small talk ○ Acquiring information ○ Checking history (e.g. past events, actions, etc.) • Five “rights” of medication • Importance of timeliness in serving pre-packed oral medication and or applying prescribed topical medication • Desired effects of medication, which may include (not limited to): ○ Pain levels • Common medicines, which may include (not limited to): ○ Anti-hypertensive ○ Steroid creams ○ Painkillers ○ Eye-drop ○ Ear ointments ○ Spray ○ Inhaler • Stakeholders in relation to serving pre-packed oral medication and or applying prescribed topical medication, which may include: ○ Doctor in charge ○ Pharmacist ○ Qualified professional

	• Adverse reactions to medication, which may include: ○ Redness ○ Swelling ○ Shortness of breath ○ Non-consumption ○ Rashes • Interventions when side effects are spotted, which may include: ○ Escalation to doctor ○ Stoppage of application / serving of medication ○ Send to hospital • Organisational procedures relating to: ○ Interpreting order for serving pre-packed oral medication and or applying prescribed topical medication ○ Assessing client's general status and readiness for oral medication and/or topical medication ○ Communicating with client in relation to serving pre-packed oral medication and or applying prescribed topical medication ○ Serving pre-packed oral medication and or apply prescribed topical medication ○ Monitoring client for effects ○ Escalating all identified effects and/or complications ○ Documenting updates on serving pre-packed oral medication and or applying prescribed topical medication • Standard precautions, which may include (not limited to): ○ Use of personal protective equipment ○ Hygiene practices ○ Handling patients with infection ○ Outbreak ○ Hand hygiene • Relevant legal and/or industrial requirements in relation to support care functions, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore) ○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) ○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health)
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and</i>	The ability to: • Interpret order for serving pre-packed oral medication and/or applying prescribed topical medication in accordance with organisational policies and procedures • Assess client's general status and readiness for oral

<i>manage the changes at work.</i>	medication and/or topical medication in accordance with organisational procedures • Communicate with client in relation to serving pre-packed oral medication and or applying prescribed topical medication in accordance with organisational procedures (e.g. checking personal identity, seeking consent, purpose of common medication, etc.) • Serve pre-packed oral medication and or apply prescribed topical medication in accordance with orders provided • Monitor client for effects in accordance with organisational policies and procedures • Escalate all identified effects and/or complications in accordance with organisational procedures • Document updates on serving pre-packed oral medication and or applying prescribed topical medication in accordance with organisational policies and procedures
Person Centred Care <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>	Underlying principles: • 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
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Serve pre-packed oral medication and or apply prescribed topical medication in accordance with organisational policies and procedures • Complete reports / documents in accordance to legal requirements, organisational policies and procedures