

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Clinical Care
Skills Category	Medication Administration
Skills Standard Title	Administer prescribed medication*
Skills Standard Descriptor	Administer prescribed oral and topical medications to client and monitor side effects. Store medication appropriately and check for expired medication
Skills Proficiency Level	Level 2 <i>Previously 'Intermediate' under CCSSF</i>
Source Code	CCSSF-CC-MA-3002-1
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 patients • Importance of timeliness in administering medication • Verification of medicines, which may include: ○ Expiry date ○ Type of medicine ○ Colour of medicine ○ Application ○ Desired effects • Client medication records, which may include: ○ Inpatient medication records ○ Resident medication records ○ Prescriptions ○ Administration instructions • Preparation of medication, which may include (not limited to): ○ Packing ○ Pounding for NGT feeding • Administration processes for various types of medications, which may include: ○ Oral ○ External use

	○ Patches ○ Balms ○ Tablets • Stakeholders in relation to administering prescribed medication, which may include: ○ Pharmacist ○ Doctor ○ Client ○ Family member • Monitoring of clients, which may include: ○ (New drug) blood pressure measurement ○ (New antihypertensive) on doctor's orders • Adverse reactions (or complications) 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 information on client's medication records ○ Checking and verifying medication against prescriptions ○ Communicating with client in relation to administration of medication ○ Administering medication to client ○ Monitoring client for effects ○ Escalating all identified effects and/or complications ○ Documenting updates on administration of 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
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	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 manage the changes at work.</i>	The ability to: • Interpret information against client's medication records in accordance with organisational policies and procedures (i.e. checking the prescribed medications, etc) • Check and verify medication against prescriptions in accordance with organisational procedures • Prepare medication against prescription • Communicate with client in relation to administration of medication in accordance with organisational procedures (e.g. seeking consent, clarifying reasons, checking understanding of instructions, checking medicine, checking for drug allergies, etc) • Administer medication to client in accordance with doctor's prescription • 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 administration of 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: • Administer medication to client in accordance with doctor's prescription • Monitor client for effects • Escalate all identified effects and/or complications • Document updates on administration of medication