

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Clinical Care
Skills Category	Medication Administration
Skills Standard Title	Assist to verify medication records*
Skills Standard Descriptor	Assist to verify all medications against clients' medication records and client consumption to ascertain compliance with prescriptions and escalate (and document) all confirmed non-compliances.
Skills Proficiency Level	Level 3 <i>Previously 'Advanced' under CCSSF</i>
Source Code	CCSSF-CC-MA-4003-1
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 • Verification of medicines, which may include: ○ Expiry date ○ Type of medicine ○ Colour of medicine ○ Application ○ Desired effects • Stakeholders in relation to verifying medication records, which may include (not limited to): ○ Pharmacist ○ Doctor ○ Client ○ Family member • Non-compliances to medication records may include: ○ Non-consumption ○ Wrong timing of consumption ○ Missed doses ○ Consumption of non-prescribed / alternative medication • Common reasons for non-compliances to medication

	records, which may include (not limited to): ○ Loss of medication ○ Financial ability ○ Perceived side effects ○ Poor vision ● Client medication records, which may include: ○ Inpatient medication records ○ Resident medication records ○ Prescriptions ○ Administration instructions ● Interventions when medication records are not complied with, which may include: ○ Escalation to doctor ○ Stoppage of application / serving of medication ● Organisational policies in relation to: ○ Interpreting information on client's medication records ○ Checking and verifying medication against prescriptions ○ Communicating with client in relation to non-compliance ○ Escalating all confirmed non-compliance ○ Documenting updates on non-compliance ● 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 manage the changes at work.</i>	The ability to: ● Interpret information on 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 (e.g. completion of antibiotics, etc.) ● Communicate with client in relation to non-compliance in accordance with organisational procedures (e.g. clarifying

	the reasons, checking understanding of instructions, checking for drug allergies.) • Provide advice on the need for compliance in relation to self-administration of medication • Escalate all confirmed non-compliance in accordance with organisational procedures • Document updates on non-compliance 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: • Identify, investigate and report non-compliance in relation to medicine consumption • Provide advice on the need for timely medicine consumption • Complete reports / documents in accordance to legal requirements, organisational policies and procedures