

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Clinical Care
Skills Category	Pain Management
Skills Standard Title	Deliver non-pharmacological pain relieving intervention
Skills Standard Descriptor	Deliver non-pharmacological pain relieving intervention in line with care plan and/or organisational procedures
Skills Proficiency Level	Level 1 <i>Previously 'Basic II' under CCSSF</i>
Source Code	CCSSF-CC-PM-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: • Types of pains, which may include: ○ Acute pain ○ Chronic pain ○ Breakthrough pain ○ Bone pain ○ Soft tissue pain ○ Nerve pain ○ Referred pain ○ Phantom pain • Types of non-pharmacological pain relief (i.e. interventions), which may include: ○ Hot / cold pack ○ Knee / neck support ○ Diversional therapy (i.e. engaging the client to do something else) ○ Relaxation exercises (e.g. breathing exercises) • Acceptable charts in relation to measuring pain, which may include: ○ Wong-Baker Pain Score ○ Numeric Pain Rating Scale (NPRS) • Organisational policies in relation: ○ Defining pain levels ○ Communicating with client ○ Addressing pain-relief requests from clients ○ Delivering non-pharmacological pain-relief interventions ○ Recording information on pain levels ○ Applying infection control practices ○ Escalating cases of clients with pain levels

	○ Assisting in interventions ○ Documenting pain relief ○ Providing information to client (e.g. medical condition, etc.) ○ Assuring client ○ Maintaining client confidentiality ● Organisational policies in relation to: ○ Seeking for advice from qualified staff ○ Assisting in documenting information ○ Providing detailed information on request ○ Assisting in interventions (e.g. warm / cold compress, assuring client, etc.) ● Standard precautions, which may include (not limited to): ○ Use of personal protective equipment ○ Hygiene practices ○ Handling clients 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: ● Define pain levels in accordance with organisational policies and procedures ● Communicate with client in accordance with policies and procedures, which includes: ○ Asking for personal identify information ○ Explaining the processes ○ Assuring client ● Address pain-relief requests from clients in accordance with organisational policies and procedures ● Compare measured information against accepted reference charts / baselines ● Deliver non-pharmacological pain-relief interventions in accordance with organisational policies and procedures ● Record information on pain levels in accordance with organisational procedures ● Apply infection control practices in accordance with organisational policies and procedures ● Escalate cases of clients with pain levels above baselines in accordance with organisational procedures

	• Assist in interventions in consultation with qualified healthcare professional in accordance with legal and organisational requirements and care plan • Apply infection control techniques in accordance to organisational requirements • Reinststate all tools and equipment used in relation to pain relief (e.g. replacement of consumables, etc.) • Document pain relief related matters (e.g. consumables, measurements, etc.) in accordance with organisational requirements
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: • Address pain-relief requests from clients • Compare measured information against accepted reference charts / baselines • Deliver non-pharmacological pain-relief interventions • Record information on pain levels • Escalate cases of clients with pain levels above baselines • Assist in interventions in consultation with qualified healthcare professional • Apply infection control techniques • Document pain relief related matters