

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Personal Care
Skill Category	Feeding
Skill Standard Title	Perform oral feeding for client
Skill Standard Descriptor	Support client with or without swallowing difficulties in oral feeding. Encourage client participation to maximize independence
Proficiency Level	Level 1 <i>Previously 'Basic I' under CCSSF</i>
Source Code	CCSSF-PC-F-1001-1
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 ○ Explaining process ○ Having conversations ○ Checking on client readiness ○ Creating small talk ○ Acquiring information ○ Checking history (e.g. past events, actions, etc.) • Client's nutritional needs to aid in recovery • Readiness for oral feeding, which may include (not limited to): ○ Mental state of client ○ Mood of client ○ Activities prior ○ Medication consumed ○ Family influence • Checking of readiness of client, which may include: ○ Greeting ○ Explaining process ○ Having conversations ○ Checking on client readiness ○ Creating small talk ○ Acquiring information ○ Checking history (e.g. past events, actions, etc.) • Client needs, which may include (not limited to): ○ Dentures • Clients that may require oral feeding support, which may include (not limited to):

	○ Behavioural concerns ○ Elderly clients ○ Special needs ● Behavioural concerns, which may include: ○ Throwing tantrums ○ Refusal to eat ○ Spitting ○ Violent tendencies ● Food served in care centre, which may include: ○ Fibres ○ Proteins ○ Carbohydrates ● Tools and equipment for oral feeding, which may include: ○ Cardiac table ○ Fork and spoon ○ Disposable napkin ○ Cups ○ Straws ○ Tray ○ Special tools ○ Special cutleries ○ Non-slip tables ● Interpretation of diet plans, which may include: ○ Amounts ○ Concentration ○ Timing intervals for consumption ● Organisational procedures in relation to: ○ Checking on client's ability to consume food (e.g. ability to chew, dentures, etc.) ○ Assessing need for special attention when performing oral feeding (e.g. oral sores, etc.) ○ Approaching clients with behavioural concerns ○ Prepare fluids and foods based on diet plan (i.e. consistency, etc.) ○ Positioning client for oral feeding ○ Serving food to client ○ Assisting the client to clean up following consumption of meal ○ Promoting independence in oral feeding ○ Checking on chewing and swallowing ○ Communicating with client ● Possible issues when performing oral feeding, which may include: ○ Having pain while swallowing (odynophagia) ○ Being unable to swallow ○ Having the sensation of food getting stuck in your throat or chest or behind your breastbone (sternum) ○ Drooling ○ Having food or stomach acid back up into your throat
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	○ Coughing or gagging when swallowing • Food preparation process, which may include ○ Usage of thickener ○ Consistency of food • Provisions of National Infection Prevention and Control Guidelines for Long Term Care Facilities (2018), which may include (not limited to): ○ Use of personal protective equipment ○ Hygiene practices ○ Handling clients with infection ○ Outbreak ○ Hand hygiene • National Guidelines relating to feeding, which may include: ○ Oral feeding ○ Nasogastric feeding • 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: • Communicate with client in relation to performing oral feeding in accordance with organisational policies and procedures • Assess need for special attention when performing oral feeding to client in accordance with organisational policies and procedures • Provide opportunities to promote independence of clients to feed themselves • Prepare fluids and foods based on diet plan and client needs in accordance with organisational policies and procedures • Introduce food or fluids to client respectfully • Position client for oral feeding in accordance with organisational policies and procedures • Feed client respectfully in accordance with organisational policies and procedures • Approach clients with behavioural concerns with care and compassion when performing oral feeding in accordance with organisational policies and procedures • Assist the client to clean up following consumption of meal in accordance with organisational policies and procedures

	• Promote independence in oral feeding with special tools (where necessary) in accordance with organisational policies and procedures • Address complications / issues by escalating to a qualified healthcare professional if suspected in accordance with organisational policies and procedures • Complete documentation in relation to oral feeding for client 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: • Assess need for special attention when performing oral feeding to the client • Provide opportunities to promote independence of clients • Prepare fluids and foods based on diet plan and client needs • Position client for oral feeding • Approach clients with behavioural concerns with care and compassion when performing oral feeding • Assist the client to clean up following consumption of meal • Promote independence in oral feeding with special tools (where necessary) • Address complications / issues by escalating to a qualified healthcare professional if suspected • Complete documentation in relation to oral feeding for client