

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Personal Care
Skills Category	Elimination Management
Skills Standard Title	Provide Stoma Care*
Skills Standard Descriptor	Provide stoma care by changing the stoma bag, apply wafer as instructed, and drain stool output. Report any abnormalities.
Skills Proficiency Level	Level 2 <i>Previously 'Intermediate' under CCSSF</i>
Source Code	CCSSF-PC-EM-3003-1
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.) • What is a stoma • Type of Stoma and its functions, which may include: ○ Colostomy ○ Ileostomy ○ Urostomy • Digestive and urinary system, which may include: ○ Stomach ○ Large bowel ○ Small bowel ○ Urinary system • Contingent situations (or complications) of stoma and surrounding skin, which may include: ○ Irritations ○ Redness ○ Pain ○ Bleeding ○ Discomfort • Organisational Procedures in relation to: ○ Identify type of appliance ○ Communicating with client in relation to performing stoma care

	○ Preparing requisites and environment (e.g. draw curtains) for stoma care (i.e. protective sheet) ○ Assessing surrounding skin ○ Changing wafer ○ Emptying bag ○ Addressing complications (e.g. bleeding) by escalating to a qualified healthcare professional ○ Completing documentation ● 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 ● 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: ● Identify type of appliance in accordance with organisational policies and procedures ● Communicate with client in relation to performing stoma care in accordance with organisational procedures ● Prepare requisites and environment (e.g. draw curtains) for stoma care (i.e. protective sheet) in accordance with National Infection Prevention and Control Guidelines ● Assess surrounding skin in accordance with organisational policies and procedures ● Change wafer in accordance with organisational policies and procedures ● Empty bag in accordance with organisational policies and procedures ● Address complications (e.g. bleeding) by escalating to a qualified healthcare professional if suspected, in accordance with organisational policies and procedures ● Complete documentation in accordance to 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: • Perform stoma care • Address complications (e.g. bleeding) by escalating to a qualified healthcare professional if suspected • Complete documentation in accordance to organisational procedures • Practise infection control in accordance with National Infection Prevention and Control Guidelines