

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Personal Care
Skill Category	Care of the Deceased
Skill Standard Title	Perform care of the deceased
Skill Standard Descriptor	Assist with cleaning and dressing of the deceased
Proficiency Level	Level 1 <i>Previously 'Basic II' under CCSSF</i>
Source Code	CCSSF-PC-COTD-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: • Organisational procedures upon certification of death of client, which may include: ○ Post mortem ○ Labelling ○ Timing before release of body ○ Documentation ○ Insurance procedures ○ Funeral services ○ Collection of bodies ○ Police investigations • Client's wishes and expectations prior to death • Last office activities, which may include (not limited to): ○ Skin care ○ Washing, bathing, showering ○ Shaving ○ Oral hygiene and denture care ○ Hair care ○ Body and facial hair removal ○ Dressing and undressing ○ Removal of catheter ○ Change wound dressing ○ Clean up body ○ Closing eyes • Tools and equipment used for providing hygiene support, which may include (not limited to): ○ Comb ○ Toothbrush ○ Shampoo ○ Soap

	• Empathy with loved ones of deceased • Return of belongings to loved ones, which may include: ○ Personal adornments ○ Dentures ○ Religious items • Documentation (though may not be processed by support care staff) to be completed may include (not limited to): ○ Death certificate ○ Medical report ○ Personal items checklist • Organisational procedures in relation to: ○ Documentation and logistics upon certification of death of client, which may include: ▪ Post mortem ▪ Insurance procedures ▪ Funeral services ▪ Collection of bodies ▪ Police investigations ○ Maintaining privacy and modesty of deceased when cleaning and dressing of deceased ○ Preparing body of deceased for collection by relevant stakeholder ○ Storing all belongings of deceased for return to loved ones • 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: • Maintain privacy and dignity of deceased when performing last office in accordance with organisational procedures • Perform last office activities in accordance with organisational procedures • Store all belongings of deceased for return to loved ones in

	accordance with organisational procedures • Empathise with family's wishes during time of grief in accordance with organisational 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: • Maintain privacy and dignity of deceased when performing last office Perform last office activities Store all belongings of deceased for return to loved ones • Practise infection control in accordance with National Infection Prevention and Control Guidelines