

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Personal Care
Skills Category	Care of the Deceased
Skills Standard Title	Documentation for deceased client
Skills Standard Descriptor	Assist with coordination of the death procedures for client and for coroner's cases, assist with documentation and logistics
Skills Proficiency Level	Level 2 <i>Previously 'Intermediate' under CCSSF</i>
Source Code	CCSSF-PC-COTD-3002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Respect for client's wishes and expectations prior to death, which may include: ○ Special request for support care to provide final duties ○ Handling of personal items • Organisational documentation in relation to decease of client, which may include: ○ Handing over forms ○ Collection and collation of certificates ○ Checklists of actions to be completed upon death of client ○ Last office • Related logistical requirements for deceased client, which may include: ○ Collection of body ○ Communication with funeral services / coroners ○ Collation of all belongings for handing over ○ Signing of documents to acknowledge handing over of personal items • Empathy with loved ones of deceased • Maintenance of privacy and dignity of deceased, which may include: ○ Keeping their secrets ○ Non-disclosure of confidential information (e.g. while client was alive) ○ Respecting their wishes • Return of belongings to loved ones, which may include: ○ Valuables ○ 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 ○ Providing logistical assistance for transfer of body to relevant stakeholders ○ Storing and handing over all belongings to loved ones ○ Communicating with family on receipt of body ○ Checking and completing all hand-over documents when transferring the body of deceased ● 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: ● Deliver client's wishes and expectations prior to death in accordance with organisational policies and procedures ● Maintain privacy and dignity of deceased when cleaning and dressing of deceased in accordance with organisational policies and procedures ● Provide logistical assistance for transfer of body to relevant stakeholders upon death of client in accordance with organisational policies and procedures ● Store and hand over all belongings to loved ones in accordance with organisational policies and procedures ● Communicate with family's wishes during time of grief in accordance with organisational policies and procedures ● Check and complete all hand-over documents when transferring the body of deceased 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: • Maintain privacy and modesty of deceased when cleaning and dressing of deceased • Provide logistical assistance for transfer of body to relevant stakeholders • Communicate with family's wishes during time of grief • Check and complete all hand-over documents when transferring the body of deceased