

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Personal Care
Skill Category	Personal Hygiene
Skill Standard Title	Provide personal hygiene care for client with behavioral concerns
Skill Standard Descriptor	Perform personal hygiene care support, including skin care, for client with behavioral concerns. Encourage client participation whenever possible to facilitate independence
Proficiency Level	Level 1 <i>Previously 'Basic II' under CCSSF</i>
Source Code	CCSSF-PC-PH-2002-1
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.) • Importance of personal hygiene • Typical behavioural concerns and tendencies at centres, which may include (not limited to): ○ Refusal to comply ○ Violent tendencies • Actions taken to address behavioral concerns, which may include: ○ Using mental distractors ○ Engaging support of other stakeholders (e.g. staff, etc) ○ Building rapport with affected client ○ Creating suitable environment ○ Assuring client ○ Ensuring safety • Activities in relation to personal hygiene at centre, which may include: ○ Skin care ○ Washing, bathing, showering ○ Shaving ○ Oral hygiene and denture care ○ Hair care

	○ Body and facial hair removal ○ Nail care, including chiropody and podiatry ○ Using the toilet and continence needs ○ Dressing and undressing ○ Perennial care ○ Eye care ○ Skin care • Privacy of client, which may include (not limited to): ○ Drawing screens before changing ○ Confidentiality of medical conditions • Dignity of client, which may include (not limited to): ○ Embarrassing client ○ Unnecessarily putting client in diaper • Grooming activities, which may include (not limited to): ○ Combing hair ○ Shaving ○ Dressing up • Complications in relation to personal hygiene, which may include (not limited to): ○ Nail fungus ○ Blisters • Organisational procedures in relation to: ○ Washing, bathing, showering ○ Shaving ○ Oral hygiene and denture care ○ Hair care ○ Body and facial hair removal ○ Nail care, including chiropody and podiatry ○ Using the toilet and continence needs ○ Dressing and undressing ○ Perennial care ○ Eye care ○ Skin care • Tools and equipment used for providing hygiene support, which may include (not limited to): ○ Comb ○ Mirror ○ Toothbrush ○ Shampoo ○ Soap • Personal care values when providing hygiene support, which may include: ○ Respect ○ Promoting Physical and Emotional Well-Being ○ Confidentiality • 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
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	○ 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 behavioural tendencies of client in consultation with supporting staff and records in accordance with organisational policies and procedures • Create safe and suitable environment that will put client at ease and promote acceptance of personal hygiene and grooming assistance in accordance with organisational policies and procedures • Manage rapport with the client to support in effective hygiene and grooming support assistance in accordance with organisational policies and procedures • Maintain privacy and dignity of client when providing hygiene support in accordance with organisational policies and procedures • Assist clients in performance of personal hygiene and grooming activities in accordance with organisational policies and procedures • Anticipate and address behavioural concerns and tendencies in accordance with organisational policies and procedures • Promote client independence in personal hygiene support 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	The support care staff is able to:

This refers to the outcome of the task on the care recipient as indication of workplace success

- Create safe and suitable environment that will put client at ease and promote acceptance of personal hygiene and grooming assistance
- Manage rapport with the client to support in effective hygiene and grooming support assistance in accordance with organisational procedures
- Maintain privacy and modesty of client when providing hygiene support in accordance with organisational procedures
- Promote client independence in personal hygiene support in accordance with organisational procedures
- Anticipate and address behavioural tendencies in accordance with organisational procedures
- Practise infection control in accordance with National Infection Prevention and Control Guidelines