

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Personal Care
Skill Category	Elimination Management
Skill Standard Title	Perform continence care
Skill Standard Descriptor	Check and change soiled diaper as needed. Report abnormalities
Proficiency Level	Level 1 <i>Previously 'Basic I' under CCSSF</i>
Source Code	CCSSF-PC-EM-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: • Importance of personal hygiene when performing continence care • Typical situations in handling continence care, which may include: ○ Soilage ○ Overflow of faeces ○ Uncontrollable bowels • Organisational procedures in relation to: ○ Washing, bathing, showering ○ Dressing and undressing • Environment that supports effective provision of continence care, which may include: ○ Privacy ○ Non-crowded area • Tools and equipment used for performing continence care, which may include (not limited to): ○ Urinals ○ Commode ○ Bed pan ○ Diapers ○ Water ○ Change of clothes • Weaning activities, which may include: ○ Potting ○ Timing of toilet visits ○ Use of urinals • Documentation in relation to continence care, which may include: ○ Urine charts

	○ Bowels chart ● Abnormalities may include: ○ Colour of stool / urine ○ Smell ○ Skin abrasion ○ rashes ● Activities to help reinstate client's hygiene following clearance of bowel / urine, which may include: ○ Perennial care ○ Cleaning up soiled areas ○ Change of diapers ○ Showering ○ Undressing and dressing up ○ Disposal of faeces / urine ● Personal care values when providing support care, 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 ○ 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: ● Interpret care plan in relation to continence care ● Communicate with client to promote cooperation for providing continence care in accordance with organisational procedures ● Maintain privacy and dignity of client when providing continence care in accordance with organisational procedures ● Prepare environment to support effective continence care ● Assist clients in their performance of bowel / urinary activities in accordance with organisational procedures and

	infection control guidelines • Observe clients for abnormalities in accordance with organisational policies and procedures • Address abnormalities in accordance with organisational policies and procedures • Support clients in reinstatement of their personal hygiene following completion of urinary / bowel activities in accordance with organisational procedures • Support client in weaning off diaper in accordance with organisational policies and procedures • Perform hand hygiene in accordance with National Infection Prevention and Control Guidelines • Complete documentation in accordance to 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 client when providing continence care • Prepare environment to support effective continence care • Assist clients in their performance of bowel / urinary activities • Observe clients for abnormalities • Address abnormalities • Support clients in reinstatement of their personal hygiene following completion of urinary / bowel activities