

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Therapy
Skills Category	Facilitation of Client and Caregiver Training
Skills Standard Title	Assist with Client and Caregiver Training (CGT)
Skills Standard Descriptor	Support therapists to reinforce client education and training to client and caregivers.
Skills Proficiency Level	Level 2 <i>Previously 'Intermediate' under CCSSF</i>
Source Code	CCSSF-T-FOCACT-3001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Objective of Caregiver Training (CGT) • Training components of CGT which may include (not limited to): ○ Basic Activities of Daily Living (BADL) ○ Instrumental Activities of Daily Living (IADL) ○ Mobility training ○ Use of assistive device ○ Environment safety • Medical condition and contraindication • Training delivery which may include (not limited to): ○ Explanation ○ Demonstration ○ Practice with client • Types of assistive devices which may include (not limited to): ○ Wheelchair ○ Walking aids • Training aids which may include (not limited to:): ○ Brochures ○ Handouts ○ Notes • Importance of communication. • Types of communication. • Organisational policies and procedures which may include (not limited to): ○ Assisting with client CGT Training ○ Communicating with client ○ Incident management ○ Reinstating all tools and equipment used • 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 patients with infection ○ Outbreak ○ Hand hygiene • Relevant 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) - o Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore) - o Workplace Safety and Health Guidelines (Workplace Safety and Health Council) - o National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) - o Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
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: • Provide input and feedback to therapist on client and caregiver before commencement of training in accordance with organisational procedure. • Prepare set-up for training as instructed by therapist which may include (not limited to) in accordance with organisational procedure: - o Ensure equipment/assistive device in good working condition - o Prepare educational materials – brochures and notes • Prepare environment for training in accordance with organisational procedure. • Perform demonstration of training tasks during training in accordance with organisational procedure. • Ensure clients and caregiver perform the training tasks safely during training in accordance with organisational procedure. • Update status of training (eg caregiver's competencies, client participation level) for therapist in accordance with organisational procedure. • Reinstate training area properly.
Person-Centred Care <i>This refers to having a person centred care mind set to drive the care giver 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 • To be mindful of client's need of reassurance
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 assist with client and caregiver training (CGT) in a manner that is respectful of client's dignity, taking into consideration his/her condition, preferences and comfort level.