

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Care of Persons with Dementia and Persons with Mental Health Issues
Skills Standard Title	Respond Appropriately when Client's Exhibit Behaviours of Concern
Skills Standard Descriptor	Initiate simple strategies to de-escalate onset of episode
Skills Proficiency Level	Level 2 <i>(Previously "Intermediate" under CCSSF)</i>
Source Code	CCSSF-P-CPDPMHI-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: • How Person Centred Care (PCC) approach guides how we respond to individuals with dementia and mental health issues • Understand cognitive impairment vs dementia • Understand the different types of dementia, which includes: ○ Alzheimer's ○ Vascular ○ Mixed dementia ○ Frontal lobe ○ Parkinsons ○ Lewy body • Identify the stages of dementia and the signs and symptoms exhibited in those stages, which are: ○ No cognitive decline ○ Very mild cognitive decline ○ Mild cognitive decline ○ Moderate cognitive decline ○ Moderately severe cognitive decline ○ Severe cognitive decline (middle dementia) ○ Very severe cognitive decline (late dementia) • Behaviour and Psychological Symptoms of Dementia (BPSD) and initial management of it (non-pharmacological) • Possible triggers for onset of an episode, which may be: ○ Un-met needs that triggers episodes in an individual with dementia

	○ Environmental triggers • Common ways to de-escalate episodes such as: ○ Making sure the client and staff is safe ○ Remove triggers ○ Any other ways that ensure the safety of the client, staff and others in the vicinity • Precautions to consider when dealing with clients having an episode • Situations when assistance is required to manage a client • Organisational guidelines and policies relating to : ○ Responding appropriately to clients with behavioral concerns ○ Privacy and confidentiality • 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) ○ 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) ○ 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: • Describe how PCC guides the way we respond to clients with possible dementia and other mental issues. • Use appropriate approach to manage clients with possible dementia and mental issues when they exhibit onset of an episode • Seek help when necessary to manage client
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 • View the client through the lens of PCC rather than as just a person with an illness
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: • Respond appropriately to client exhibiting behaviours of concern, seeking assistance when necessary

