

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Client Empowerment
Skills Standard Title	Maximize Client Autonomy*
Skills Standard Descriptor	Maximize client autonomy and psychosocial well-being to continue making choices for self
Skills Proficiency Level	Level 2 <i>(Previously 'Intermediate' under CCSSF)</i>
Source Code	CCSSF-P-CE-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: • Definition of client autonomy such as: ○ Client preferences ○ Client needs ○ Promoting laid-out protocols by licensed individuals such as therapists and nurses ○ Areas of Activities of Daily Living (ADLs), which includes: - Basic Activities of Daily Living (BADL) - Instrumental Activities of Daily Living (IADL) - Advocating for clients • Psychosocial well-being of clients, including: ○ Social well-being such as: - Social connectedness - Stability - Safety - Mastery - Meaningful access to relevant resources ○ Psychological well-being, such as: - Self-acceptance - Control over surroundings - Positive relationships with others - The value of autonomy - Social support - Life purpose - Personal growth

	○ Emotional support, such as: - Sources of emotional distress - Signs and signals of emotional distress - Safe space for self-expression ○ Physical well-being of client, such as: - Suitable physical activities - Physical environment that is elder-safe ● Environmental constraints that impacts the autonomy of the client, such as: ○ Family pressures ○ Resource constraints ○ Ageism among stakeholders ○ Lack of mobility- friendly facilities ● The effects of dementia and other mental illness on client autonomy, such as inability to: ○ Make decision on the matter in question ○ Manage finances ○ Perform Activities of Daily Living ● Ways to promote autonomy in clients, such as ○ Addressing age-related hearing & visual impairment and mobility limitations ○ Exercise to improve memory and for better communication ○ Improving communication between carer's and client ○ Encouraging clients to make decisions about their daily activities, which can be: - managing finance - making phone calls - what to eat - what to wear ● Safety considerations when working with client to maximize their autonomy ● Ethical principles and legal limits when working with clients to maximize autonomy, such as: ○ Recognizing why consent is important or required; and organizational guidelines to obtain consent from client and/or caregivers ○ Maintaining limits of confidentiality ○ Breaching confidentiality when needed, which can be when: - Threat of harm to self or others - Suicide ideation is expressed ● Organisational guidelines, ethical principles and legal limits relating to : ○ Maximizing clients autonomy ○ Escalating situations of distress that clients and family members may face
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	• 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: • Encourage the client to exercise self-help for ADL as far as possible • Encourage caregiver participation in ADL as far as possible • Discuss opportunities with client for autonomy and provide time for consideration • Encourage the client to maximise the use of safe space and services available to exercise autonomy, which may include: ○ Services available in a centre is explained in a clear and understandable manner to the client ○ Available resources for home-based activities are maximised • Document significant events in the process of informed decisions • Carry out process of obtaining consent when instructed, and document according to organisational guidelines
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 • Clients are encouraged in a respectful and dignified manner to voice their opinions and choices • Actions taken must/should lead to client empowerment

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: • Encourage clients in a respectful manner to exercise autonomy in areas such as areas of assisted daily living and selection of activities
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