

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Client Empowerment
Skills Standard Title	Advocate for Advance Care Planning (ACP)
Skills Standard Descriptor	Introduce and encourage adoption of ACP to client
Skills Proficiency Level	Level 2 <i>(Previously 'Intermediate' under CCSSF)</i>
Source Code	CCSSF-P-CE-3002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Advance Care Planning in the Singapore Context, which includes: ○ History of ACP in Singapore ○ Aim of ACP ○ Worldview from the perspective of different stakeholders ○ Benefits of ACP ○ Difference between ACP, Advance Medical Directives (AMD), Lasting Power of Attorney (LPA) and Will ○ Misconception about ACP ○ How ACP guides decision-making • The different stages of ACP, which are: ○ General ACP ○ Disease Specific (DSACP) ○ Preferred Plan of Care (PPC) • The role of an ACP Advocate, which may be: ○ Raise awareness ○ Share resources ○ Prepare patients/Next-of-kin's ○ Refer appropriate clients • Fear and how it affects the discussion of ACP, such as: ○ Social, cultural and personal views on death ○ Previous experiences with death and dying • Communication considerations when talking about ACP, such as:

	○ Identifying suitable clients to initiate ACP conversations ○ Communicate in a sensitive manner ○ Active listening to understand the client ○ Being inclusive during communication ○ Observation for changes that may affect the client ○ Conversing to connect/reconnect ● Determining decision-making capacity, which includes: ○ Understanding information ○ Remembering information ○ Weighing information ○ Communicating decision ● Transtheoretical model of behavior change, which is: ○ Precontemplation ○ Contemplation ○ Preparation ○ Action ○ Maintenance ● Who qualifies as a Nominated Healthcare Spokesperson (NHS) ● Ethical principles and legal limits guiding the discussion of ACP with clients and next-of-kin's ● Organisational guidelines, ethical principles and legal limits relating to : ○ Advocating Advanced Care Planning (ACP) in accordance with National ACP Office ● 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: ● Explain ACP ● Explain the role of an ACP Advocate ● Engage client and their next-of-kin's in a conversation about ACP
Person Centred Care	Underlying principles:

<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>	• 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: • Engage suitable clients in a conversation about ACP, and when ready, refer the client for ACP discussion.