

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Client Empowerment
Skills Standard Title	Engage Clients with Person Centred Care (PCC) Approach
Skills Standard Descriptor	Use PCC as a guiding principle when engaging clients
Skills Proficiency Level	Level 1 (Previously 'Basic I' under CCSSF)
Source Code	CCSSF-P-CE-1004-2
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 dementia, mental health and its associated symptoms • PCC and how it guides how we view individuals with dementia and mental health issues, such as: ○ Philosophy of PCC ○ Principles of PCC ○ Theories of PCC ○ PCC approaches • Fundamentals of person-centred communication and how it impacts engagement with persons with dementia and mental health issues, such as: ○ Being mindful of the choice of words to use ○ The body language projected when we listen ○ Keeping pace with the client • Application of PCC may include: ○ Assessment ○ Care planning ○ Intervention ○ Implementation ○ Review • Adopting a PCC approach in communication with clients may include: ○ Using appropriate choice of words when interacting clients ○ Awareness of body language when communicating ○ Keep the pacing of communication with client's pace • Challenges in delivering PCC, respecting individual's choice vs. professional intervention ○ Cultural beliefs ○ Religious beliefs ○ Individual's choice

	○ Professional intervention • The ageing process and what falls outside of the normal ageing process, which may include changes in the areas of: ○ biological ○ physiological ○ environmental, psychological ○ behavioral ○ social processes • Types of environmental considerations and its impact on care plan activities • Organisational guidelines and policies relating to: ○ Engaging persons through Person Centered Care (PCC) Approach ○ Communicating with clients, including persons with dementia and mental health issues ○ Intervention when dealing with challenges in delivering PCC • Importance of respecting the rights and dignity of clients • Physiological and environmental factors that affect interactions, which may include: ○ Hearing impairments ○ Overstimulating environments • Impact of dementia and mental health on the cognitive processing of clients • 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 how PCC guides the way support care staff view the various clients • Identify the challenges in applying PCC and how to overcome these challenges • Explain how a PCC approach is used to assess persons suspected to have dementia or other possible mental health illness • Engage all clients, including persons with dementia and/or mental health issues, with respect and dignity
Person Centred Care <i>This refers to having a person centred care</i>	Underlying principles: • View clients through the lens of PCC and the impact of

<i>mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i>	illness on the person
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 clients using PCC approach • Explain what PCC is and how it can be used to guide engagements with clients