

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	End-of-Life Cycle
Skills Standard Title	Provide Comfort Care in the Psychosocial Aspect
Skills Standard Descriptor	Observe and monitor signs of stress and discomfort for end-of-life clients. Provide comfort as needed.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-P-EOLC-2001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • The effect of individual in the provision of comfort care to individuals at end-of-life, which may include: ○ Personal views of death and dying ○ How self-awareness affects transference and centering ○ Grief and loss and how it impacts us ○ Process of journeying with your client • Support for care support staff, which may include: ○ Regular sessions with supervisor to check-in ○ Upgrade skills to engage end-of-life clients ○ Understand reporting lines for quick reference when needed ○ Develop a mindfulness practice to buffer impact of stress • The effect of clients' religion and spirituality on the provision of comfort care • Understand End-of-life/Palliative Care in the Singapore context • Definition of "Total Pain", which may exhibit as: ○ Pain ○ Delirium ○ Agitation ○ Anxiety ○ Fatigue ○ Weakness ○ Constipation/Diarrhea • Components of pain ○ Psychosocial pain ○ Physical pain

	○ Emotional pain • Areas comfort care can be offered: ○ Pain management ○ When feeding stops ○ Wounds that may develop ○ Personal Hygiene ○ Fluctuating temperature, including: - Body temperature - Room or environmental temperature • Strategies to support client such as: ○ Create a clean & comfortable environment ○ Listening skills ○ Use appropriate gentle touch ○ Soothing massage ○ Communication aspect for end-of-life communication ○ Choice of words ○ Approach client with consideration of their cultural background and belief system ○ Diffusing high emotional episodes • How to remain congruent when dealing with individuals facing end-of-life, which can be: ○ Not becoming enmeshed ○ Managing/Avoiding compassion fatigue ○ When and how to pull back ○ Communicating with care when congruency is challenged (react vs. response) • Feedback protocols which may include: ○ Channels to feedback observations ○ What to feedback ○ Types of information that needs to be escalated ○ Know what are situations that needs to be escalated, which may be: - Gifting - Last wishes and/or concerns - Fears of clients - Changes to physical, mental and/or emotional condition of client • Sensitivity around the exchange of information, such as: ○ Knowing who one can talk to ○ Knowing what can be shared ○ Knowing where to share sensitive information • Organisational guidelines, ethical principles and legal limits that guides providing comfort care for clients in End of Life (EOL) • 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
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	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: • Identify how the personal views of the support care staff on death and dying colours the way they interact with clients having end-of-life stress and/or discomfort • Provide appropriate comfort care • Remain congruent when working with clients facing end-of-life • Feedback knowledge of stress and discomfort for client as well as self • Differentiating information that is required to feedback and information where client is confiding to a safe listening ear
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 • Comfort care provided respects the expressed wishes of the client within ethical and legal limits and organizational guidelines
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: • Maintain congruence while providing comfort care for end-of-life clients within organizational, ethical and legal guidelines