

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Psychosocial
Skill Category	End-of-Life Cycle
Skill Standard Title	Participate in Carrying Out Client's Wishes*
Skill Standard Descriptor	Participate as part of a team with client, family members/caregivers and other stakeholders to meet client's wishes as far as possible
Proficiency Level	Level 2 <i>(Previously "Intermediate" under CCSSF)</i>
Source Code	CCSSF-P-EOLC-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: • The role of a support care staff in an end-of-life situation, which may include: ○ Assist clients to access and understand information and services ○ ADL ○ Make patient comfortable ○ Escalate rising issues • Different stakeholders we work with and their differing views when working with clients facing end-of-life, which may include: ○ Family members ○ Doctors ○ Nurses ○ Social workers ○ Community/Palliative care team • Wishes of clients at end-of-life that can be fulfilled and what cannot, which may be: ○ Ethical principles and legal limits that guides working with clients facing end-of-life clients ○ Tasks that is not reasonably possible to be fulfilled due to the nature of the situation • Process to clarify feasibility of carrying out wishes of the client, which may include: ○ Existing protocol for escalating wishes of client at end-of-life ○ Being sensitive to the situation and respecting everyone's wishes ○ Awareness of limitations

	○ Understanding each scenario is unique ○ Escalate objectively ○ Whom to escalate wishes to ○ Who has final say ○ Reflecting with inter/multi-disciplinary team to implement care plan ○ Documentation of actions taken ● Process to close the loop when person is transferred back to home, which may include: ○ Coordinate delivery and set-up of equipment's ○ Coordinate community services ○ Compiling and completing documentations required ● Organisational guidelines, ethical principles and legal limits in participating in carrying out clients wishes ● 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: ● Coordinate with various stakeholders to carry out the wishes of client facing end-of-life ● Identify viability of clients' wishes ● Carry out the wishes of the client without contravening any ethical principles or legal limits ● Escalate information objectively and in a timely manner
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 ● Respecting the views of the many stakeholders, which may be opposing, while ensuring the clients wishes

	remains the main focus
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: • Work in a multi-disciplinary team to identify wishes of clients that can be fulfilled and carry out the wishes within ethical and legal requirements