

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Care of Persons with Dementia and Persons with Mental Health Issues
Skills Standard Title	Manage Behaviours of Concern*
Skills Standard Descriptor	Manage behaviours of concern based on care plans that have been developed by the team
Skills Proficiency Level	Level 3 <i>(Previously 'Advanced' under CCSSF)</i>
Source Code	CCSSF-P-CPDPMHI-4002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Understanding how persons with dementia and other mental health issues behave which may include: ○ The terms used to describe behaviours of concern ○ Behavioural and psychological symptoms ○ Causes of behaviours ○ Needs, Risk and Resources assessment ○ When behaviours become a concern • Importance of communication in understanding persons with dementia and mental health issues • Reading and understanding the components in a care plan • Models to explain behaviours in persons with dementia and other mental health issues such as: ○ Behavioural Model ○ ABC Model ○ UnMet Needs Model ○ Enriched Model ○ Person-centred Care • Types of possible triggers that may include: ○ Intrinsic factors such as personal feelings, emotions, thoughts, health status ○ Extrinsic factors such as environment, behaviours of people • Types of intervention strategies and approaches to manage behaviours of concern such as: ○ Psychosocial strategies ○ De-escalation ○ Pharmacological solutions

	○ Communication approaches ○ Patient seclusion ○ Reality orientation ○ Reminiscence ○ Physical intervention and restraint • Ways to manage behaviours of concern such as: ○ Providing input during review of care plan ○ Escalate report once client becomes violent ○ Manage triggers for behaviour of concern ○ Understand the background of the client and how it affects behaviours of concern • Safety considerations when managing behaviours of concern, such as: ○ Respect for the client is maintained while using restraint • Ethical principles and legal limits guiding the management of behaviours of concern from clients • Organisational guidelines and policies relating to : ○ Managing clients with behavior of concerns ○ Privacy and confidentiality • 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 possible triggers for behaviours of concern in persons with dementia and other mental health issues • Manage behaviours of concern that may arise from clients with dementia and other mental health issues • Identify the safety considerations, ethical principles and legal limits that guides the management of behaviours of concern
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 • View the client through the lens of PCC rather than as just a person with an illness
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: • Identify possible triggers of behaviours of concern and manage such behaviours when it arises