

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	Process to Identify and Report Signs of Dementia and Other Mental Health Issues
Skills Standard Descriptor	Identify and report signs of dementia and other mental health issues
Skills Proficiency Level	Level 1 (Previously 'Basic II' under CCSSF)
Source Code	CCSSF-P-CPDPMHI-2003-2
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 and mental health issues • Types of common mental conditions, such as: ○ Dementia ○ Depression ○ Anxiety ○ Hoarding • What Delirium is and how to differentiate Delirium and Dementia Stages of dementia • How mental issues faced by elderly has many causes and may show up as more than one issue • Basic tools in identifying early stage of dementia and other mental health issues, which may include: ○ Abbreviated Mental Test Score (AMTS) ○ Mini-Mental State Examination (MMSE) ○ Even Briefer Assessment Scale for Depression (EBAS DEP) ○ Zarit Burden Interview (ZBI) • Signs and Symptoms/Red Flags that may indicate possible dementia and other mental health issues, such as: ○ Changes in moods / prolonged depressed moods ○ Apathy ○ Difficulty completing normal tasks ○ Loss of sense of direction ○ Being repetitive and forgetful ○ Changes in appearance or dressing ○ Confusion/disorientation ○ Changes in appetite / weight ○ Loss of self-worth

	○ Social withdrawal • Strategies for interacting and communicating with people with mental health issues and dementia • Ways to respond to clients with dementia and other mental issues: ○ Listen to what the client is trying to communicate ○ Respond to aggression in a calm, reassuring way ○ Reduce environmental distractions ○ Redirect repetitive actions and suspicions ○ Do not argue with the client ○ Encourage physical activity ○ Reduce unscheduled activities especially in the late afternoons (sundowning) • Observations that may indicate possible signs of dementia and/or other mental health issues, which may be: ○ Observable appearance and manner of speech ○ Observable behavioural patterns and its frequencies • Ways to observe clients' behaviour for possible dementia and other mental health issues • Organisational guidelines and policies relating to: ○ Reporting observations and protocols ○ Privacy and confidentiality • Impact of mental health conditions or dementia on daily activities for the persons living with mental health conditions or dementia, families, caregivers and the community • Stigma and misconceptions related to mental health issues, and ways to address them • Agencies, partners and community resources that support persons with dementia and other mental health issues • 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: • Interact with clients in a safe and appropriate manner • Observe for signs that may indicate dementia and other mental health issues • Report or escalate observations in a timely manner according to organisational guidelines • Seek help from supervisor in identifying possible dementia and other mental health issues

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 • View the persons with dementia and/or mental health issues through the lens of PCC and the impact of 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: • Identify signs that may indicate possible dementia and other mental health issues and report observations according to organizational procedures