

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Client Abuse
Skills Standard Title	Identify Signs of Possible Abuse
Skills Standard Descriptor	Identify signs, symptoms or indications of abuse among clients and report in a timely manner
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-P-CA-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: • Types of possible abuse that clients may face, which may include: ○ Physical ○ Psychological ○ Neglect/Self-neglect ○ Abandonment ○ Financial Exploitation ○ Common signs, symptoms or indications of possible abuse, which may include: ○ Poor hygiene ○ Untreated bedsores ○ Unexplained injuries ○ Lack of basic necessities ○ Isolation or withdrawal ○ Exhibiting anxiety, anger, agitation, fear ○ Disoriented • Referring to supervisor when there is suspicion of abuse on clients with dementia or other mental health issues • Legal limits that guides the process of identifying abuse in elders, which may include: ○ Vulnerable Adults Act (VAA) ○ Woman's Charter ○ Mental Capacity Act ○ Mental Health (Care and Treatment) Act • Organisational guidelines and policies relating to :

	○ alerting possible abuse and whistle blowing ○ 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 the types of abuse common among elderly ● Identify signs of possible abuse ● Report possible abuse according to organisational reporting procedures ● Trigger organisational escalation protocol and/or whistle-blowing guidelines for possible abuse ● Identify legal requirements affecting elder abuse
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
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: ● The learner is able to identify and report signs, symptoms or indications of possible abuse amongst clients in a manner that is respectful to client, taking into consideration his/her condition, preferences and comfort level.