

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Psychosocial
Skills Category	Client Abuse
Skills Standard Title	Participate in Investigation of Possible Abuse
Skills Standard Descriptor	Gather facts of possible abuse under instructions
Skills Proficiency Level	Level 2 <i>(Previously 'Intermediate' under CCSSF)</i>
Source Code	CCSSF-P-CA-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: • Organisational policies on collecting information from clients • Maintain Personal Data Protection Act (PDPA) when collecting, and retaining information as part of an investigation • Relevant tools available in your organisation to capture information such as : ○ Internal reporting template to help the support care staff capture information ○ Incident report forms ○ Types of possible abuse that clients may face, which may include: ○ Physical ○ Psychological ○ Neglect/Self-neglect ○ Abandonment ○ Financial Exploitation • Factors that affect the gathering of information for an investigation, such as: ○ Communications skills ○ Interpersonal skills ○ Individual social and cultural differences • Ways to ensure the safety of client, as well as the support care staff, is maintained

	• Legal limits that guides the process of collecting and using information in the context of an investigation, which may include: ○ Vulnerable Adults Act (VAA) ○ Woman's Charter ○ Mental Capacity Act ○ Mental Health (Care and Treatment) Act ○ Parents Maintenance Act • Organisational guidelines and policies relating to : ○ Participating in investigation of possible abuse in the Community Care Organisations (CCOs) ○ reporting information collected ○ 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 organisational policies on collection of client data • Explain why PDPA must be maintained in the process of investigation • Identify the different types of abuse that may affect clients and possible signs of abuse, which may be: ○ Physical bruises ○ Dishevelled appearance ○ Constantly looking at their savings book ○ Unexplained physical ailments ○ Not eaten for days • Gather information to assist in an investigation • Maintain the safety of client and self, given the sensitive nature of the situation • Complete necessary documentation required by the organisation to assist in investigating possible abuse
Person Centred Care <i>This refers to having a</i>	Underlying principles:

<i>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 • Client's privacy and dignity is respected in the process of collecting information to assist in the investigation of possible abuse • Client's safety and the safety of the support care staff is maintained
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: • Use appropriate techniques that maintains the safety of the client and the support care staff when gathering necessary information to assist in the investigation of possible abuse