

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Care Planning
Skills Standard Title	Implement Individualised Care Plan (ICP)
Skills Standard Descriptor	Understand an individualised care plan and carry out the care plan with considerations to the possible challenges that may arise
Skills Proficiency Level	Level 1 <i>(Previously 'Basic I' under CCSSF)</i>
Source Code	CCSSF-CC-CP-1001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Definition of an individualised care plan (ICP) • The philosophy of Person Centred Care (PCC) and environmental considerations that will impact care plan activities • The components of an ICP such as: ○ Personal Particulars ○ Purpose and objective of the care plan ○ Activity ○ Duration ○ Care Needs / Considerations ○ Feedback • Activities in an ICP covers the biopsychosocial spectrum • The role of the support care staff in implementing an ICP plan such as: ○ Identifying client through two identifiers ○ Introduction of self ○ Reality orientation (orientate to time, space and activity of the day) ○ Carrying out the activities listed in the ICP ○ Using appropriate communication skills to interact with the client in the implementation of ICP such as: - Using common lingo - Using dialect - Listening and observing body language and

	reactions of client ○ Familiarising self with the activity stated in the ICP ○ Ensuring required resources are gathered/bought/ordered ○ Allowing for cultural considerations when working with clients ○ Motivating the client when there is resistance to activities listed in the ICP ○ Reporting observations or incidents arising from the implementation of an ICP ● Possible situations that may arise when carrying out an individualised care plan such as: ○ Urgent situations such as: - Falls - Medical conditions (fever, wounds, giddiness, etc) - Unresponsiveness ○ Other situations: - Resistance (lack of client cooperation) - Volunteer no-show - Environmental factors (weather, availability of facilities, etc) ● Behaviours that deviates from norm ● Safety considerations in carrying out ICP activities ● Organisational guidelines and policies relating to : ○ implementation of individualised care plan ○ documentation processing ● 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</i>	The ability to: ● Carry out an ICP activities in a safe manner ● Seek help to deal with situations that may arise, where needed

work.	• Highlight situations that arise in a timely manner • Complete the necessary documentation at the end of carrying out the ICP
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: • Carry out the ICP in a safe manner while managing situations that may arise and completing the required documentation