

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Care Planning
Skills Standard Title	Monitor and Provide Feedback on Individualised Care Plan (ICP) Activities
Skills Standard Descriptor	Monitor level of participation in activities as well as receive client feedback to be captured as formal feedback. Report on client behaviors, clients' well-being, risk factors, or any other areas of concern to relevant staff.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-CC-CP-2002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Process of monitoring clients such as: ○ Observing clients' ability to carry out activity ○ Areas of risk to be monitored ○ Evaluating the interest of client for listed activity ○ Challenges when conducting ICP activities across various setting • Various settings include: ○ Centre-based ○ Home-based ○ Residential care • Feedback skills may include: ○ Observation skills for critical analysis of home environment ○ Understand fact vs opinion ○ Recording complete data ○ Escalating information to the relevant supervisor ○ Evaluating what is appropriate to highlight to client and what should be escalated • Areas to monitor for feedback may include: ○ Duration of activity ○ Intensity of activity ○ Rest period between activities

	○ Group and family dynamics ○ Motivation level of client • Organisational guidelines and policies relating to : ○ Monitoring of individualised care plan ○ Providing feedback on individualised care plan • 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: • Identify deviations from daily activities listed in a care plan • Improvise planned activities to meet outcomes of planned daily activities such as: ○ Changing from outdoor walk to indoor games due to rain ○ Substituting a group game when resources are unavailable • Improvisation is carried out safely and without changing the intent of the care plan • Provide feedback according to organisational guidelines
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: • Improvise pre-planned care plan activities without changing the intent of the care plan, in a safe manner and providing feedback on why the care plan activity was improvised.

