

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Services Coordination
Skills Standard Title	Perform Registration and Discharge
Skills Standard Descriptor	Follow registration and discharge processes for clients
Skills Proficiency Level	Level 1 <i>(Previously 'Basic I' under CCSSF)</i>
Source Code	CCSSF-CC-SC-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: • Organisational Standard Operating Procedures (SOP) and legal requirements for the process of registration and discharge of clients, such as: ○ Check for means test validity ○ Highlight key services ○ Transport arrangement ○ Scheduling ○ Collection of payment • Abnormalities that may occur during registration and discharge of clients and how to intervene, such as: ○ Family concerns/objections/requests ○ Administrative issues ○ No means test available • Personal Data Protection Act (PDPA) to guide registration and discharge processes • 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 work.</i>	The ability to: ● Register and discharge a client efficiently ● Escalate abnormalities if there are deviations from SOP in the process of registering and discharging a client ● Clients' particulars are maintained to meet the requirements of PDPA
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 ● Clients' inconvenience is minimized during the process of registration and discharge ● Family concerns are managed in a sensitive manner
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: ● Register and discharge clients according to organizational processes, observing PDPA requirements