

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Services Coordination
Skills Standard Title	Assist with Escorting Clients
Skills Standard Descriptor	Escorting Clients to External Appointments
Skills Proficiency Level	Level 1 (Previously 'Basic II' under CCSSF)
Source Code	CCSSF-CC-SC-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 escorting a client such as: ○ Identifying the different stakeholders e.g. driver, external provider ○ Assisting in the registration for services ○ Coordinate with stakeholders to ensure smooth escorting of client ○ Items to bring for the well-being of the client e.g. cardigan, water bottle, diapers, wet tissue, etc ○ Legal documentations to bring e.g appointment card, IC., etc ○ Administrative tools e.g. handphone, money, contact information, etc • Considerations for escorting clients such as: ○ Ability to assist client with various mobility devices ○ Literacy (ability to navigate services move from one point to another in a smooth manner when escorting clients) ○ Ability to communicate with the client during the period of escort ○ Assisting in the registration for services • Contingency considerations when escorting clients to external providers, such as: ○ Client is tired or feeling unwell ○ Waiting times for appointment is taking longer than expected ○ Driver no-show

	• Safety considerations when escorting clients to external appointments • Ethical principles and legal limits guiding the escorting of clients to external appointments • Organisational guidelines and policies relating to : ○ escorting clients to external providers ○ applicable contingencies when escorting clients • 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: • Coordinate with different stakeholders to prepare for a smooth escort process • Assist client with the use of mobility devices • Able to safely escort a client to, and return from an external appointment • Ability to seek help when unforeseen situations arises
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: • Coordinate with various stakeholders to safely escort clients to external appointments