

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Legal and Ethical Framework
Skills Standard Title	Carry Out Work in a Legal and Ethical Manner
Skills Standard Descriptor	Perform duties in accordance with community care organisation's code of conduct
Skills Proficiency Level	Level 1 (Previously 'Basic I' under CCSSF)
Source Code	CCSSF-AAO-LEF-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: • Legal and ethical framework, such as (not limited to): ○ Ministry of Health guidelines ○ Personal Data Protection Act ○ Community Care Code of Conduct ○ Employment Act ○ Employee Code of Conduct ○ Ministry of Health Medical Law • Legal implications in relation to work, which may include (not limited to): ○ Suspension from work ○ Law suit by client ○ Financial / non-financial penalty • Scenarios where conflict of interest may arise, examples (not limited to): ○ Contracts with external vendors ○ Vested interests in other organisations ○ Joint ventures with external parties ○ Remuneration ○ Taking of welfies with clients ○ Personal Data Protection Act ○ Private arrangement between staff and client • Sources of information on legal matters, which may include: ○ Websites ○ Legal professionals ○ Publications from local authorities ○ General public ○ Public servants ○ Government Acts and Statutes, e.g. MOM, MOH, HDB • Fundamentals of Ethical Principles. ○ Reference to Allied Health Professionals Council (AHPC) Code of Professional Conduct • Ethical dilemmas, which may include: ○ Dealing with clients ○ Dealing with data

	○ Sharing information ○ Communication with clients ○ Dealing with privacy issue ○ Sensitivity of patient's information ○ Client's wish vs Family members' wish ○ Maintaining confidentiality vs safeguarding client's safety and well-being ● Organisational policies and procedures in relation to: ○ Handle client ○ Contracts with stakeholders ○ Dealing with external organisations ○ Care for client ○ NGT feeding ○ Waste disposal ● Relevant legal and/or industrial requirements in relation to support perform duties, 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: ● Develop understanding of legal implications to work processes with reference to relevant legal requirements. ● Adopt / follow organisational requirements and policies in the provision of care to clients. ● Carry out personal work in accordance to organisation legal and ethical framework. ● Clarify when in doubt in the performance of work or care to client. ● Identify ethical dilemmas in relation to work in consultation with relevant stakeholders. ● Identify potential legal / ethical dilemmas and its implications to organisation and self. ● Take actions to address ethical dilemmas within organisational limits of authority. ● Escalate to supervisor the legal and ethical dilemmas for resolution. ● Participate in work engagement activities to keep abreast of the current organisation legal and ethical framework and requirements.

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 the 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: • Perform duties in accordance with the organisation's legal and ethical framework in a manner that is respectful of the client's dignity, taking into consideration his / her condition, preferences and comfort level.