

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Workplace Safety
Skills Standard Title	Conduct preliminary fact findings on reported incidents*
Skills Standard Descriptor	Collate and provide information on reported incidents occurred to assist in the organisation's investigation process.
Skills Proficiency Level	Level 3 (Previously 'Advanced' under CCSSF)
Source Code	CCSSF-AAO-WS-4004-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Incidents at workplace, which may include: ○ Disputes i.e. quarrel and fighting. ○ Injuries i.e. slip and fall, knocks, cuts, scald and burn. ○ Illness i.e. food poisoning, vomit, faint and diarrhoea. ○ Medical condition i.e. develop allergies. ○ Fatalities • Details of incidents, which may include: ○ Day, date and time ○ Weather condition ○ Lighting condition ○ Work environment condition ○ Person(s) involved ○ Equipment and machines involved • Intent of fact-finding about incident: ○ Gather information about how the incident occurred ○ Facilitate investigation ○ Non-prejudicial • Methods to collect and collate information, which may include: ○ Interview ○ Site visit ○ Statement recording ○ Verbal recording ○ Video recording • Documents and forms to collect and collate information, which may include: ○ Incident log report ○ Online system • Ways to maintain privacy and confidentiality of the incidents, which may include: ○ Do not share the incidents with others besides your supervisors and the investigation team. ○ Do not treat the person(s) involved in the incidents differently or oddly. ○ Do not gossip behind the person(s) involved in the

incidents.

- Ways to cooperate with the investigation team, which may include:
 - Be responsive.
 - Communicate factually.
 - Make no assumptions.
 - Abide to request made by the investigation team.
- Stakeholders of the investigation team may include (not limited to):
 - Supervisors
 - Nursing staff i.e. Staff nurse, Enrolled nurse and Nurse Manager
 - Operations Manager
 - HR Manager
- Preparation of preliminary fact-finding report, which may include:
 - Date, time, place and persons involved.
 - Description of the incident.
 - Information provided by persons involved.
 - Labelling of information collected.
- Organisational policies and procedures in relation to:
 - Handling incidents at the workplace
 - Maintaining privacy and confidentiality
 - Documenting incident report
- Provisions of National Infection Prevention and Control Guidelines for Long Term Care Facilities (2018), which may include (not limited to):
 - Use of personal protective equipment
 - Hygiene practices
 - Handling patients with infection
 - Cluster
 - Hand hygiene
- Relevant legal and/or industrial requirements in relation to support risk assessment, 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: • Communicate clearly the intent of the fact-finding about the incident. • Collect information about the incident in accordance to organisational policies and procedures. • Maintain privacy and confidentiality of the person involved in the incidents in accordance to organisational policies and procedures. • Cooperate with the investigation team in accordance to organisational policies and procedures. • Prepare preliminary fact-finding report for submission to organisation appointed investigation team.
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: • React and play a dutiful role in the investigation process of incidents that take place in the organisation. • Conduct preliminary fact findings on reported incidents • In a manner that is respectful of client's dignity, taking into consideration his/her condition, preferences and comfort level.