

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Supervision
Skills Standard Title	Solve problems and make decisions
Skills Standard Descriptor	Work with a team of subordinates in practising problem-solving and decision-making. It also includes anticipating and identifying potential problems, facilitating team's effort to resolve the problems, making appropriate decisions and seeing implementation plans through.
Skills Proficiency Level	Level 3 (Previously 'Advanced' under CCSSF)
Source Code	CCSSF-IIS-S-4002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Situations for problem solving: ○ Client complaints ○ Manpower issues ○ Medication management and serving ○ Uncooperative clients (e.g. during bathing or feeding) ○ Client's incidents such as falls, arguments between clients • Types and sources of workplace conflict and problems, which may include (not limited to): ○ Behavioural ○ Cultural • Implications if a problem is left unresolved ○ For individual (intrapersonal) ○ For other parties involved (interpersonal) • Ways to evaluate options for problem solving: ○ Ease of implementation ○ Timeliness ○ Safety ○ Care quality • Types of solutions, which may include (not limited to): ○ Informal (e.g. verbal redress, 1-to-1 conversation etc.) ○ Process ○ Policy ○ Giving feedback or suggestions to improve policy • Types of action-plan and documentations, which may include (not limited to): ○ Symptomatic (immediate) ○ Short-term (i.e. incident report, care plan, shift report) • Ways to conduct self-evaluation and sharing with team members, which may include (not limited to): ○ Impact analysis based on pre-post analysis ○ Improved business outcomes ○ Improved employee relationships / morale • Reflection and feedback mechanisms for entire problem-solving process, which may include (not limited to): ○ Peer review (e.g. subordinates, colleagues, supervisors, managers etc.) ○ Independent 3rd party (e.g. HR manager, workplace counsellor,

	mediator etc.) • Approaches to decision making, which may include (not limited to): ○ Decision making models • Organisational policies relating to: ○ Identifying symptoms that could lead to potential problems ○ Conducting root cause analysis of problems ○ Executing solutions that relate to modifying organisational policies and processes ○ Quality Improvement Teams ○ 5S ○ ISO9001 • 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 symptoms that could lead to potential problems at workplace • Use relevant questioning techniques to identify exact problem • Use appropriate problem-solving tools and techniques to analyse situations • Facilitate generation of solutions to solve identified problems by encouraging suggestions from teams or individuals involved • Use appropriate decision making models to select a solution from shortlisted ones collectively with team members • Use appropriate reflection and feedback mechanism to evaluate effectiveness of implemented solution and implementation plan • Document and record situations and problems, and actions taken in accordance with organisational procedures and policies
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</i>	The support care staff is able to: • Identify situations and implications • Apply techniques and skills, and decision making models • Solve problems and make decisions • Use reflection and feedback mechanism

*indication of
workplace success*

- Perform documentation and recording