

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Clinical Care

Title	Manage Behavioural and Psychological Symptoms of Dementia (BPSD)
Code	106061L4
Range	This Unit of Competency is applicable to employees in elderly care service industry providing clinical care to elderlies. This competency involves the ability to analyse and make judgment. Employees are required to assess the psychological symptoms of elderly suffering from dementia, analyse the causes and handle the behavioural and psychological problems of elderlies specifically, in order to alleviate the symptoms and thus the harm and nuisance caused to others.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge related to the behavioural and psychological symptoms of dementia</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand the definition, causes and symptoms of dementia</li> <li>• Understand the types of behavioural and psychological symptoms</li> <li>• Understand the causes of behavioural and psychological symptoms, for example, <ul style="list-style-type: none"> <li>○ Biological factors, for example, feeling unwell and pain.</li> <li>○ Psychological factors, for example, the lack of security or fear.</li> <li>○ Social factors, for example, fear of interaction with others, the feeling of being excluded, and communication difficulties</li> <li>○ Environmental factors, for example, noise, lighting, carer's attitude, and new environment</li> </ul> </li> <li>• Understand the process of handling the behavioural and psychological symptoms, including: <ul style="list-style-type: none"> <li>○ Assess and analyse the possible causes of the behavioural and psychological symptoms</li> <li>○ Provide feasible solutions</li> <li>○ Implement the solutions</li> <li>○ Review the handling process and outcomes</li> <li>○ Review the effectiveness of such solutions</li> </ul> </li> <li>• Understand the use of psychological symptoms and cognitive ability assessment tools, for example, <ul style="list-style-type: none"> <li>○ Cohen - Mansfield Agitation Inventory</li> <li>○ Cornell Scale for Depression in Dementia</li> <li>○ Rating Anxiety in Dementia</li> <li>○ Mini - Mental State Examination</li> </ul> </li> <li>• Understand the methods to handle behavioural and psychological symptoms</li> </ul> <p>2. Handle behavioural and psychological symptoms of dementia</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Assess the biological, psychological and social conditions of elderlies with objective assessment tools, observe and record the behavioural and psychological symptoms of elderlies by means of meeting with their family and other employees of the institution, for example, <ul style="list-style-type: none"> <li>○ Understand the time, frequency and duration of displaying symptoms, and factors that trigger them</li> <li>○ Assess the biological and psychological conditions of elderlies, for example, self-care ability, sleeping conditions and emotions</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Assess cognitive abilities</li> <li>○ Understand medical history</li> <li>○ Understand their social life, for example, family backgrounds, and how they get along with others.</li> <li>○ Environmental factors</li> <li>● Analyse the possible causes of behavioural and psychological symptoms, set an order of priority to handle the cases according to how seriously those symptoms influence the elderlies or others, and implement the most feasible solutions</li> <li>● When elderlies display emotional instability or any behaviour that disturbs others, follow the relevant guidelines of institution to handle the situation and ensure the safety of elderlies and others</li> <li>● Review the effectiveness of the solutions by taking note of: <ul style="list-style-type: none"> <li>○ Changes in the behavioural and psychological symptoms, such as changes in frequency and duration of symptoms, and how seriously those symptoms affect others and themselves</li> <li>○ Use objective assessment tools to measure the effectiveness</li> </ul> </li> <li>● Fine-tune the solutions after review for the best results</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>● Analyse the factors that trigger behavioural and psychological symptoms among elderlies; assess the effectiveness of the treatments objectively</li> <li>● Ensure the safety of elderlies and others on the spot, maintain elderlies' dignity when handling their behavioural and psychological symptoms</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency:</p> <ul style="list-style-type: none"> <li>● Ability to assess the behavioural and psychological symptoms of elderlies, analyse the triggering factors and decide the safe and feasible handling methods in order to ease the symptoms; and</li> <li>● Ability to review the effectiveness of the handling methods with objective indicators, and make appropriate adjustments when necessary to ensure effectiveness.</li> </ul>
Remark	<p>Cornell Scale for Depression in Dementia  Lin, J. N. &amp; Wang, J. J. (2008). Psychometric evaluation of the Chinese version of the Cornell Scale for Depression in Dementia. <i>Journal Nursing Research</i>, 16(3), 202-210.</p> <p>Rating Anxiety in Dementia  Cheung, D.S. K. &amp; Lai, C. K. Y (2012). Translating and validating the Chinese version of the rating anxiety in dementia scale. (Manuscript submitted for publication)</p>