

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

Functional Area - Psychosocial and Spiritual Care

Title	Identify The Carer's Psychological Stress
Code	110822L2
Range	This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to identify the carers that have psychological stress, according to the organization's guidelines and procedures, and report the situation to the senior/supervisor.
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on identifying the carer's psychological stress</p> <ul style="list-style-type: none"> • Understand the organization's assessment process for the carer's psychological stress, such as: <ul style="list-style-type: none"> ○ Detect the pressure of the carer ○ Report to the senior ○ The senior/supervisor interviews the carer for further assessment ○ The senior/supervisor provides appropriate services, etc. • Understand that all information must be kept confidential when identifying the carer's psychological stress • Understand the communication methods with the carers while identifying for psychological stress, such as: <ul style="list-style-type: none"> ○ Listen patiently ○ Do not blame or criticize ○ Maintain unbiased attitudes ○ Understand the carer's burdens ○ Maintain caring and respectful attitudes, etc. • Understand the source and characteristics of the carer's psychological stress, such as: <ul style="list-style-type: none"> ○ Social factors: lack of social life due to attending the elderly persons may cause them to ignore their own needs and lose their personal space ○ Psychological factors: attending to the elderly persons for prolonged periods may cause physical and mental exhaustion and mental stress, leading to negative emotions such as anxiety and depression, and may even cause them to vent their negative emotions on the elderly persons and their family members, thereby affecting their relationships. They may also feel excessively guilty, helpless and that they have not taken care of the elderly properly, believing they are held responsible for the elderly's condition ○ Resource factors: they lack adequate knowledge, skills, social support or resources when attending to the elderly persons, which increases their stress ○ Economic factors: as the elderly's self-care ability and physical functions declines, the expenses of the carers increase, such as: changing the elderly's home furniture, purchasing rehabilitation equipment, nutritional food, diapers and other nursing products <p>2. Identify the carer's psychological stress</p> <ul style="list-style-type: none"> • Execute procedures to assist in identifying the carer's psychological stress, according to their needs, the organization's service content, and the environmental facilities, such as:

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	<ul style="list-style-type: none"> ○ In familiar working environments, such as: carefully observe for the carer's signs of psychological stress, and identify suspected cases in the center or their homes ○ Show care to the carer ○ Briefly record the content of the meeting ○ Report to the senior/supervisor <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Comply with the "Personal Data (Privacy) Ordinance" when identifying the carer's psychological stress ● Maintain the correct communication methods and Attitudes when identifying the carer's psychological stress ● Understand the source and characteristics of the carer's psychological stress
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to identify the carer's that have psychological stress based on their signs.
Remark	