

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

Functional Area - Management

Title	Manage Elderly Persons Living Alone
Code	110851L4
Range	This Unit of Competency is applicable to practitioners who provide casework services in the elderly care service industry. The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills. Practitioners should be able to develop comprehensive support service plans, according to the needs of the elderly persons living alone, in order to provide them with suitable services and improve their quality of life.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on elderly persons living alone</p> <ul style="list-style-type: none"> • Understand the organization's procedures and guidelines on casework • Understand the purpose, strategy and specific contents of casework, such as: <ul style="list-style-type: none"> ○ Establish specific, time-bound, measurable and practicable goals ○ Specify the main points of the content of the plans ○ Establish an estimated timetable for goal achievement ○ Establish methods and times to measure service effectiveness ○ Establish the responsibilities of the elderly persons and staff ○ Establish review dates of the plans, etc. • Understand the characteristics of elderly persons living alone • Understand the skills needed to assess elderly persons living alone • Understand the services and related resources suitable for elderly persons living alone • Understand the communication skills with the elderly persons • Understand the skills of documenting and recording case data <p>2. Manage elderly persons living alone</p> <ul style="list-style-type: none"> • Assess the needs and difficulties of the elderly persons living alone according to their, such as: <ul style="list-style-type: none"> ○ Physical factors: Although most of the elderly are still in good health, more than 70% of the elderly suffer from one or more chronic diseases. They may not be closely attended to during weekdays at their homes, so they need to possess the awareness and knowledge on self-health management ○ Psychological factors: Since there are no relatives or friends living at home, if they do not have a normal social life, they will be more likely to experience loneliness, so they need to be attended to and cared for, in order to establish contact with the outside world ○ Social factors: If the elderly persons often stay at home, they will experience less interpersonal contact, so they need to establish social and mutual support networks ○ Economic factors: Since the Retirement Protection still has areas of improvement, the elderly's financial abilities are low if they do not receive financial support from their relatives and friends, therefore, it is necessary to introduce and refer them to different social security assistance programs ○ Home environment: If the elderly's physical function declines and is difficult for them to handle housework alone, it causes problems with home safety and hygiene, therefore, it is necessary to arrange different home care services

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	<ul style="list-style-type: none"> • According to the assessment results of the needs of the elderly persons living alone, develop the goals and contents of the support service plans together with them, set the priority of handling problems, and add volunteer elements as necessary to ensure that their service needs can be met, such as: <ul style="list-style-type: none"> ○ In response to malnutrition; arrange for the elderly persons to use the community elderly canteens, and arrange for meal delivery services if they have mobility issues ○ In response to psychological and economic difficulties; arrange for volunteers to provide caring activities, especially on special days, such as: festivals, cold weather, etc., and provide them with suitable items so that they feel that other people care for them and support their actual needs ○ In response to the lack of social support and home environment problems; arrange volunteers to assist the elderly, such as: consultation escorts, household cleaning and maintenance, etc. • Improve on the use of volunteers and community resources according to the special needs of individual elderly persons living alone, such as: <ul style="list-style-type: none"> ○ Assign designated volunteers to perform regular home visits and phone calls, so that the volunteers can establish good and long-term relationships with the elderly persons, and help to care for their needs ○ Contact different local groups to help support the elderly persons people living alone, such as: Housing Department and Housing Society's Estate Offices, Mutual Aid Committee, District Councilor Offices, etc., to help update on the conditions of elderly persons living alone and contact them when necessary ○ Referral/waiting for community support services, such as: elderly centers, subsidized long-term care services, safety bells, etc. • Document the case records and review the contents according to the service plan review date • If the elderly's conditions changes, amend the service plan appropriately <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Respect the elderly's autonomy when developing support service plans • Understand that elderly persons are independent individuals and provide appropriate services according to their needs • Maintain good communication with the volunteers who assist the case and provide them with adequate support
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to develop comprehensive support service plans according to the needs of elderly persons living alone, and add volunteer elements in order to support in various aspects of their lives; and • Able to utilize social networks to contact local groups for support, improve the comprehensiveness of support services, and improve the quality of life of elderly persons living alone.
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