

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

Functional Area - Common

Title	Initial Management of Mental Confusion
Code	110908L3
Range	This Unit of Competency is applicable to practitioners who provide clinical care services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to preliminarily identify the possibility of mental confusion in the elderly persons according to the understanding of mental confusion and the elderly's various conditions, take countermeasures to ensure the safety of the elderly, and immediately make retailed records and reports to the senior/supervisor, so that the elderly persons get timely and appropriate treatment.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on mental confusion</p> <ul style="list-style-type: none"> • Understand the organization's procedures and guidelines on identifying mental disorders • Understand the principles of identifying cases of mental confusion, such as: prioritize the safety of the staff, etc. • Understand that mental disorders can be divided into hyperactive and hypoactive manifestations and their related symptoms, such as: <ul style="list-style-type: none"> ○ Cognitive factors, such as: loss of orientation, concentration and lack of attention, etc. ○ Mental state, such as: disordered thoughts, incoherent speech, hallucinations or delusions, lifelessness, unmotivated in activities, withdrawal or apathetic, etc. ○ Psychological factors, such as: anger, crying for no reason, insecurity, etc. ○ Living habits, such as: disorder of the internal body clock, etc. • Understand the causes of mental confusion and individuals at high-risk, such as: <ul style="list-style-type: none"> ○ Infections, such as: ileitis, urethritis, etc. ○ Endocrine diseases, such as: thyroid diseases, etc. ○ Medication poisoning, such as: sleeping pills, blood pressure pills, etc. ○ Alcoholism, such as: alcohol or drug withdrawal, etc. ○ Individuals at high-risk, such as: the severely ill, post-surgery, dementia, depression, etc. • Understand the skills of observing the elderly's mental condition • Understand the importance of collecting the basic information of the elderly • Understand the methods and importance of immediately managing mental confusion • Understand the importance of immediate and detailed recording and reporting of the elderly's mental condition <p>2. Initial management of mental confusion</p> <ul style="list-style-type: none"> • Observe the elderly's sudden and abnormal behaviors and mental state, in order to initially identify the possibility of mental confusion • Preliminarily assess the elderly's home condition, the severity of their symptoms, and immediately manage them according to the organization's procedures and guidelines, such as: <ul style="list-style-type: none"> ○ If it is a safe situation and the elderly only has minor symptoms, perform immediate and simple measures to ensure the safety of the elderly, their family members and staff, such as: storing dangerous items, carefully observing the

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	<p>elderly's abnormal behavior, and avoiding disputes, etc., immediately report to the senior/supervisor for instructions of further action</p> <ul style="list-style-type: none"> ○ In the event of a dangerous and life-threatening situations, the service provided at the time must be immediately suspended, and retrieve the consent from the elderly's family members/senior/supervisor to call an ambulance to send the elderly to the hospital, etc. ● Inquire about the elderly's recent condition from their family members in safe and appropriate situations, such as: <ul style="list-style-type: none"> ○ Disease conditions ○ Time and date of surgery completion ○ Medication conditions, etc. ● Immediately make detailed records and report to the senior/supervisor ● Organize the recorded, on-site observation and assessment information, and submit them to the senior/supervisor for storage and follow-up purposes <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Identify the mental confusion of the elderly, immediately manage, record and report the situation according to the organization's procedures and guidelines
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to utilize relevant knowledge and assessment skills to preliminarily identify the possibility of mental confusion, and take immediate measures to ensure the safety of the elderly; and ● Able to make clear and comprehensive records, to help the elderly in providing information in future treatment, in order to facilitate timely and appropriate treatment of the elderly.
Remark	