

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

Functional Area - Common

Title	Manage Mentally Unstable Cases
Code	110910L4
Range	This Unit of Competency is applicable to practitioners who provide clinical care 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 analyze the stages of crisis of the elderly with mental instability, according to their various performances and the organization's crisis management mechanism, in order to immediately perform corresponding interventions to manage their mental instability, and reduce its negative impact on the organization's operations.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on mentally unstable cases</p> <ul style="list-style-type: none"> • Understand the organization's procedures and guidelines on managing mentally unstable cases • Understand the organization's policies and mechanisms on crisis management • Understand the impact of mentally unstable cases on the operations of the service unit/center • Understand the methods of assessing the mental state and its stage crisis stage • Understand the corresponding intervention work and processing skills • Understand the content and importance of follow-up work • Understand the skills of writing and recording relevant information <p>2. Manage mentally unstable cases</p> <ul style="list-style-type: none"> • Observe various aspects of the performance of mentally unstable elderly persons through different methods, such as: observation, conversation, etc., to understand the meaning and manifestations of their mental instability, such as: <ul style="list-style-type: none"> ○ Speech, such as: speed too fast/slow, volume too much/little, etc. ○ Thoughts, such as: no logic, unrealistic, etc. ○ Perceptions, such as: hallucinations, delusions, etc. ○ Behaviors, such as: repetitive behavior, distracted, weird, poor personal hygiene, raunchy and slovenly, wearing inappropriate clothes, etc. • Corresponding interventions for the elderly's mental instability stage of crisis, such as: <ul style="list-style-type: none"> ○ Anxiety stage: supportive intervention, patiently listen to their worries, clear their negative emotions ○ Defensive stage: set simple, clear and executable emotional relief work ○ Violent stage: protect yourself, other elderly persons and staff, follow the guidelines to call for the police for assistance as needed ○ Emotional recovery stage: actively communicate with them, provide comfort, understand the causative factors of their mental instability for follow-up purposes • Precautions when performing interventions, such as: <ul style="list-style-type: none"> ○ Maintain appropriate interpersonal distance with the elderly ○ Maintain appropriate body posture and movement, show kindness ○ Understand your own paralinguistics, such as: tone and volume of the voice, etc. • Assess and follow-up the impact of the elderly with mental instability on the organization's operations, such as: <ul style="list-style-type: none"> ○ Follow-up the organization's destroyed environment and facilities according to the organization's policies and guidelines

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	<ul style="list-style-type: none"> ○ Assess and follow-up the elderly's levels of shock and psychological impact, etc. • Record and store the relevant information, and immediately report to the senior/supervisor on the conditions and management methods <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • When dealing the elderly with mental instability, maintain calm and unbiased attitude, show empathy and to understand and consulate their feelings • Understand the organization's crisis management mechanism, accurately assess the mental state of the elderly and perform corresponding interventions
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to analyze the stage oof crisis development of the mentally unstable elderly according to their performance, and perform prioritized and appropriate interventions according to the organization's guidelines and safety principles; • Able to maintain a professional attitude and utilize appropriate skills to establish relationship with the mentally unstable elderly, and help them manage their mental states; and • Able to assess and follow-up the impact of the mentally unstable elderly on the organization's operations.
Remark	