

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

Functional Area - Clinical Care

Title	Perform Mental Health First Aid
Code	106080L4
Range	This Unit of Competency is applicable to employees in elderly care service industry who provide clinical care and counselling to elderlies. This Competency involves the ability to make judgment. Employees are required to assess the mental health condition and symptoms of elderlies, analyse the mental crisis faced by elderlies, and provide appropriate assistance, in order to enhance the recovery of their mental health.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on mental health first aid</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the types and symptoms of psychiatric diseases, including <ul style="list-style-type: none"> ○ Depression ○ Anxiety disorder ○ Major psychiatric diseases, such as, psychosis and bipolar disorder • Understand possible mental crises arising from psychiatric diseases, including <ul style="list-style-type: none"> ○ Self-harm ○ Severe frustration ○ Disturbance behaviour to others • Understand the mental health conditions of elderlies and methods to assess • Understand the methods to identify mental health problems among elderlies • Understand the factors that may cause mental crisis • Understand the objectives of mental health first-aid • Understand the skills of mental health first-aid, including: <ul style="list-style-type: none"> ○ Approach elderlies, assess and help them manage the crisis ○ Listen with non-judgemental attitude ○ Provide support and information to elderlies ○ Encourage elderlies to seek appropriate professional assistance ○ Encourage elderlies to seek other assistance • Understand the relevant psychiatric rehabilitative treatment and community resources • Understand elderlies' personal rights and principle of privacy <p>2. Perform first-aid on mental health</p> <p>Be able to</p> <ul style="list-style-type: none"> • Assess elderlies' mental health issues, identify the mental crises that they are experiencing such as: <ul style="list-style-type: none"> ○ Changes in daily behaviours, such as insomnia, poor appetite and self-harm ○ In verbal communication, elderlies exhibit hallucination, delusion, suicidal thoughts or violent language • Understand the level of danger in the environment where elderlies are in, understand the level of risk for elderlies to induce self-harm or harming others • Offer proper assistance according to the level of severity and urgency, such as <ul style="list-style-type: none"> ○ Encourage elderlies to express their feeling and recount when the issues appeared ○ Apply listening skills without being critical, so that elderlies may recount the problems they face naturally without worries ○ Offer emotional support to elderlies

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	<ul style="list-style-type: none"> ○ In case elderlies become out of control, or in case of any emergency, seek help from other employees; avoid any physical harm on employees themselves, elderlies or others at the vicinity; report to supervisor immediately; report to police for help if necessary ● Provide elderlies with useful information regarding resources available in the community; refer the cases to professionals such as social workers, clinical psychologists or psychiatrists for proper counselling and treatments; encourage elderlies to seek other assistance, such as from friends and family, or self-help organizations ● Document the first-aid procedures and keep the record properly for follow-up actions later on, including: <ul style="list-style-type: none"> ○ Signs and symptoms of elderlies; the sequence of events that lead to mental crisis ○ Special circumstances, such as injury ○ Record of hospital admission ○ Any other special circumstances <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Ensure the safety of elderlies and others when handling mental crises ● Respect elderlies personal rights and protect their privacy ● Manage employees' own emotional responses when conducting mental first aid on elderlies, ensure personal mental health
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to assess and identify elderlies' symptoms of mental health problems, analyse the mental crises that elderlies are facing, attend to the case and handle immediately and appropriately so as to ensure safety of the elderlies and others; and ● Ability to encourage elderlies to seek assistance according to the help they need, provide them with information regarding resources available in the community; refer their cases to healthcare professionals for follow-up treatments if necessary.
Remark	Refer to Mental Health First Aid Manual issued by The Mental Health Association of Hong Kong.