

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

Functional Area - Psychosocial & Spiritual Care

Title	Provide Counselling for the Carers and elderlies' families
Code	106138L5
Range	This Unit of Competency is applicable to employees in the elderly care service industry who provide counselling services. This competency involves the ability of critical analysis and assessment. Employees are required to assess and analyse the conflicts and emotional distresses between carers and elderlies' families because of the provision of nursing care to elderlies, provide appropriate counselling to carers to help them achieve a balanced state of mind, and handle the emotional distresses such as conflicts, pressure and grief between carers and elderlies' families, so as to seek the correct ways to cope.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on counselling for carers and elderlies' families</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the stress and dilemma experienced by carers because of taking care of elderlies • Understand the conflict, stress and grief between carers and elderlies' families • Understand the various tools to assess carers' stress and emotional distress • Understand various effective coping strategies, for example, using resources that provide elderly care, effective time management and holding family meetings • Understand the knowledge and skills to offer emotional support and counselling • Understand other resources for elderly care in the community <p>2. Provide counselling for carer and relatives</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Build mutual trust with carers, show respect, acceptance and empathy towards carers • Use relevant ways to provide counselling for carers and elderlies' families, including <ul style="list-style-type: none"> ○ Assess the emotional and psychological condition of carers ○ Assist carers to understand their own situation, including their personal needs and aims, any profound emotional changes, healthy ways to cope with stresses, and ways to make them more resilient amid adversity ○ Provide guidance the carers and elderlies' families for them to analyse the causes and influences of problems ○ Look for a feasible plan for the current situation, for example, holding family meeting with other relatives and family members, re-assign responsibilities to take care of elderlies, or re-adjust their personal aims and expectation ○ Assist carers and relatives to pick one out of the proposed solutions, in order to solve the current problem • Monitor and evaluate the counselling process; observe the interaction between carers and elderlies' families, and adjust the counselling methods when needed • Assess the effectiveness of counselling proposal, and carers' ability to continuously provide elderly care. Formulate the counselling proposal again if needed • Make good use of other resources for elderly care, or contact relevant professional medical institutions/agencies to provide necessary support to carers and elderlies' families <p>3. Exhibit professionalism</p>

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

Functional Area - Psychosocial & Spiritual Care

	<p>Be able to</p> <ul style="list-style-type: none">• Build trust with carers and elderly's families, assist them to understand their situation and to look for a feasible plan, aiming to solve the current problem.
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to assess and analyse the frustration experienced by carers, assist them to understand their situation through counselling; and• Ability to formulate an effective coping strategy together with the carers and elderly's families, overcome the difficulties they face, evaluate how well the plan is implemented, and make improvement accordingly.
Remark	